Patient & Practice Charter
2013
Peartree Medical Centre Staff

**Doctors**
Dr Dhruva Singh  
Dr Liju Joseph

**Nurses**
Ann Sutton  
Rebecca Stuart

**Practice Management**
Mike Newbold

**Reception**
Lucy Kang

Kathy Flynn  
Saiqa Saleem  
Shazia Rasoul *Interpreter*  
Razwana Rafiq  
Nazreen Zeab  
Waheeda Kauser  
Sony Negi  

**Pharmacists**
Nigel Jones

**Community Midwives**
Shovpreet Birring

---

**ALL MEMBERS OF THE SURGERY PRIMARY CARE TEAM ARE DEDICATED TO A QUALITY POLICY TO ACHIEVE HEALTH SERVICES, WHICH MEET THE PATIENT’S REQUIREMENTS.**

---

Details correct as at 1 October 2013
Patients' rights to General Medical Services

Patients have the rights to:

- be registered with a General Practitioner
- change doctor if desired
- be offered a health check on joining the practice
- receive emergency care at any time from the practice
- receive appropriate drugs and medicines
- be referred for specialist or second opinion if they and the GP agrees
- have the right to view their medical records, subject to the Data Protection Act 1998 and Access to Health Records Act and to know that those working for the NHS are under legal obligation to keep the contents confidential. (Please see leaflet on how we use your information).

PRACTICE CHARTER

We aim to provide the best possible service to our patients and hope you will feel that we achieve that aim.

The care of your health is a partnership between yourself and the Primary Health Care Team. The success of that partnership depends on an understanding of each other’s needs and co-operation between us.

Our responsibility to you:

- You will be greeted courteously
- You have a right to confidentiality
- You have the right to see your medical records subject to the limitations of the law
- You will be seen the same day if your problem is urgent
- You will be referred to a consultant when your GP thinks it necessary
- You will be given the result of any test or investigation on request or at your next appointment
- Your repeat prescription will be ready for collection within 24 hours of your request
- Your suggestions and comments about the services offered will be considered sympathetically and any complaint dealt with quickly

Your responsibility to us:

- Please treat all surgery staff with the same respect – we are all just doing our job
- Do not ask for information about anyone other than yourself
- Tell us of any change of name or address, so that our records are accurate
- Only request an urgent appointment if appropriate. Home visits should only be requested if you are really too ill to attend surgery, and night visits should be for emergencies only.
Please cancel your appointment if you are unable to attend as someone else could use your appointment. Failure to attend on three occasions may lead to your removal from our patient list.

Please be punctual, but be prepared to wait if your own consultation is delayed by an unexpected emergency.

Please allow sufficient time for your consultant’s letter or the results of any tests to reach us.

Use the tear off slip to request your repeat prescription whenever possible. Please attend for review, when asked, before your next prescription is due.

Do let us know whenever you feel we have not met our responsibility to you or if our service has been especially good.

With these rights come responsibilities and for the patients this means:

- An appointment is for one person only - where another member of the family needs to be seen or discussed, another appointment should be made and the Medical Record be made available.

- Patients should make every effort when consulting the surgery to make best use of nursing and medical time - home visits should be medically justifiable and not requested for social convenience.

- When patients are asked to give 24 hours notice for repeat prescriptions, please give us this time as it is to allow for accurate prescribing.

- Out-of-hours calls (e.g. evenings; nights & weekends) should only be requested if they are felt to be truly necessary.

Practice Leaflet

All new patients will be offered a copy of our Practice leaflet and copies will be displayed at in reception.

Full details are also available on our website: [http://www.peartreemedicalcentre.nhs.uk](http://www.peartreemedicalcentre.nhs.uk)

Surgery Premises

Our surgery building will be welcoming, easy for patients to find their way around and appropriate to the needs of users, including the disabled.

Opening Times

<table>
<thead>
<tr>
<th>Days</th>
<th>Times</th>
</tr>
</thead>
<tbody>
<tr>
<td>Monday</td>
<td>08:00 - 18:30</td>
</tr>
<tr>
<td>Tuesday</td>
<td>08:00 - 18:30</td>
</tr>
<tr>
<td>Wednesday</td>
<td>08:00 - 18:30</td>
</tr>
<tr>
<td>Thursday</td>
<td>08:00 - 20:30</td>
</tr>
<tr>
<td>Friday</td>
<td>08:00 - 18:30</td>
</tr>
<tr>
<td>Weekend</td>
<td>closed</td>
</tr>
</tbody>
</table>
Out of Hours Emergencies

We will do everything possible to ensure that our system for contacting the duty doctor is easy to follow, reliable and effective.

If you or your family need to be seen when the Surgery is closed please contact the NHS out of hours service on 111. The 111 service will also offer guidance on how best to use all health services including your GP, 24 hrs a day/7 days a week.

Call 999 in an emergency. Chest pains and/or shortness of breath constitute an emergency.

Patients are reminded that access to the Walk In Centre and Derby Open Access Centre is also available for same day care.

Appointments

*With a Doctor:* For routine consultations we will endeavour to offer patients an appointment within two working days of the request or an initial telephone consultation. For medically urgent requests, we will offer an appointment on the same day.

*With a Practice Nurse:* For routine appointments we will endeavour to offer an appointment within five working days. Practice Nurses also operate a system of routine appointments for the various clinics and enhanced services that this medical centre provides.

Booked appointments are available with the GP from 8.30 am to 6.00 pm. Surgery times may vary during the day. You may also see a GP up to 8.30 pm on a Thursday evening. The nursing team works between 8.45 am and 6.00 pm with appointments also available on a Thursday evening.

Appointments are offered on a first come, first served basis each week and will be released on a day by day basis. So Mondays appointments will be available from 8.30 am on Monday, Tuesday appointments from 8.30 am on Tuesday and so on. If all appointments are given out for any particular day, a telephone consultation will be offered for all emergencies and for patients either under the age of 12 or over the age of 65. If the doctor considers it necessary after this conversation, patients will be called in for a face to face emergency appointment on the day. At the doctors’ discretion a small number of appointments may be pre-booked.

All appointments for the following week can be booked from Monday at 8.30 am onwards. A text messaging service to remind you of your appointment is available. Please ensure the Receptionist have your up to date mobile phone number.

Please call in or telephone the surgery to make an appointment with Doctor, Nurse or any staff member.

If you feel your problem cannot wait for the next available appointment we will make sure you are seen the same day. This may require a longer wait at the surgery before or after normal clinic hours. Please only use this service for urgent problems.

Telephone Advice

If you wish to speak to a GP or nurse, please telephone the surgery during normal working hours to leave your details. Reception staff will advise you on when a clinician will ring you back.
Home Visits

If possible please try to telephone reception before 10am if you require a home visit.
A doctor or nurse may phone you back as it may be that your problem can be dealt with by telephone advice, or that it would be more appropriate to send a nurse, or indeed arrange a hospital attendance.

House visits are only available for patients who are housebound because of illness or disability.

Please remember that several patients can be seen in the practice in the time that it takes to make one home visit. There are also better facilities for examining and treating patients at the Medical Centre.

Waiting Times

- Surgeries will normally start on time
- Please be on time for your appointments, as you will not be seen if you arrive more than ten minutes late (GPs) or five minutes late (nurses).
- We expect patients to be seen within twenty minutes of their appointment time, and in the event of a delay we will offer an explanation.
- When a doctor is called away on an emergency we will inform the patients and give them an opportunity to book an alternative appointment, or if preferred, to be seen by another doctor.

Repeat Prescriptions:

Please hand in the back of your prescription with your request or complete a slip in reception. Failure to do so may cause a delay in obtaining medication.

Allow 24 hours for this to be prepared, remembering weekends and Bank Holidays may take longer.

Please note that no telephone requests are accepted.
You are welcome to fax them through if that is more convenient on 01332 368181

You may also order your repeat medication via our website. Ask at Reception for further details.

Clinics & Services

There are regular clinics run for:

- Asthma
- Diabetes
- Hypertension
- Cervical Screening
- Childhood Immunisations
- Travel Vaccinations
- Contraception Advice
- Smoking cessation
- Minor Surgery
- Sexual health
- Chronic obstructive pulmonary disease
- Antenatal and Postnatal Care
- Pregnancy testing
- Wound Care
- Cardio vascular disease
- Flu Clinics for eligible patients
Please ask at reception to book an appointment.

**Referrals:**

- Urgent referrals to other health and social care agencies will be made within one working day of the patient consultation.
- We will normally process non-urgent referrals within three working days of the patient consultation or the doctor’s decision to refer.
- Clinicians will discuss and agree the referral with the patient and ensure that the appropriate consent has been agreed.

**Test Results**

When a doctor or nurse arranges for a test to be taken the patient will be informed how to obtain the result.

**Violence Policy**

The NHS operate a zero tolerance policy with regard to violence and abuse and the practice has the right to remove violent patients from the list with immediate effect in order to safeguard practice staff, patients and other persons. Violence in this context includes actual or threatened physical violence or verbal abuse which leads to fear for a person’s safety. In this situation we will notify the patient in writing of their removal from the list and record in the patient’s medical records the fact of the removal and the circumstances leading to it.

**Privacy and Confidentiality**

We will respect our patients’ privacy and confidentiality at all times.

The practice complies with the Data Protection Act 1998 and Access to Health Records Act. Identifiable information about you will be shared with others in the following circumstances:

- To provide further medical treatment for you e.g. from district nurses and hospital services.
- To help you get other services e.g. from the social work department. This requires your consent.
- When we have a duty to others e.g. in child protection cases
- Anonymised patient information will also be used at local and national level to help services e.g. for diabetic care.
- If you do not wish anonymous information about you to be used in such a way, please let us know.
- Reception and administration staff require access to your medical records in order to do their jobs. These members of staff are bound by the same rules of confidentiality as the medical staff.

**Accessing Medical Records:**

In accordance with the Data Protection Act 1998 and Access to Health Records Act, patients may request to see their medical records. Such requests should be made through the practice manager and may be subject to an administration charge. No information will be released without the patient consent unless we are legally obliged to do so.
**Transfer of Medical Records**

The Practice will endeavour to dispatch any medical record required by the Health Board within seven working days and same day if the request is urgent.

**Changes to Procedures:**

When changes are introduced to practice procedures that affect patients, we will ensure that these are clearly explained, by means of a leaflet or via SMS text message, through the waiting room notice board, individual leaflets and on the website.

**We aim to provide the best possible service to our patients and hope you will feel that we achieve that aim.**

**Comments, Suggestions & Complaints:**

We make every effort to give the best service possible to everyone who attends our practice. However, we are aware that things can go wrong resulting in a patient feeling that they have a genuine cause for complaint. If this is so, we would wish for the matter to be settled as quickly, and as amicably, as possible.

To pursue a complaint please contact the practice manager who will deal with your concerns appropriately. Further written information is available regarding the complaints procedure from reception.

There is also an independent service available through NHS England at:

  Telephone:- 0300 311 2233

For further information please see our website:

[http://www.peartreemedicalcentre.nhs.uk](http://www.peartreemedicalcentre.nhs.uk)