

PRACTICE PATIENT CHARTER – THE ISLAND SURGERY

Our responsibility to you:

- You will be treated courteously with respect and dignity irrespective of ethnic origin, religion, cultural belief, sex or age.
- 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 seen by your doctor of choice whenever possible
- You will be informed if there will be a delay of more than 20 minutes for your appointment
- You will be referred to a consultant when your GP thinks it necessary
- Your repeat prescription will be ready for collection within two working days of your request
- You will receive a full and prompt reply to any complaints together with a copy of the practice complaints procedure

Your responsibility to us:

- Please treat all surgery staff with respect
- Do not ask for information about anyone other than yourself
- Tell us of any change in name, address or telephone number 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
- Please cancel your appointment if you are unable to attend
- Please be punctual, but be prepared to wait if your own consultation is delayed by an unexpected emergency
- The Practice will not tolerate violent or abusive behaviour towards any person present on Practice premises.

Confidentiality

Patient confidentiality and the patient's rights in relation to disclosure of information is maintained by all staff in compliance with the Data Protection Act 1988 and Caldicott Principles.

Occasionally, GPs are contracted by outside agencies for access to medical records; no information is ever released without prior consent from the patient.

Complaints Procedure

If you have a complaint, please bring it to the attention of the Practice Manager who will deal with it in accordance with the practice complaints procedure.

We would of course be pleased to hear when you feel that praise is due as well.

A leaflet giving full details is available from reception at each surgery