



www.ashovermedicalcentre.co.uk

The Ashover General Practice – Our Patient's Charter

The Ashover General Practice aims to provide the best quality care within available resources and this Charter sets out what Patients and Practice Staff can expect from each other. It complements information on the Practice Website and in the Practice Booklet.

1. Your Rights to General Medical Services are to:

- be legally registered with a General Practitioner (GP);
- be offered a health check on joining the Practice;
- receive urgent care by arrangement and agreement with the Practice;
- be prescribed appropriate drugs and medicines within the NHS rules;
- if agreed, be referred to a specialist or a second opinion;
- view your medical records, subject to the Acts and associated statutory procedures; and
- change your General Practitioner if desired.

2. What Patients can reasonably expect from the Ashover Practice

• **Consultations and Appointments**

The Practice is committed to working with patients to give the best possible service, within available resources, and will always respect your rights of confidentiality and access to your medical records.



Please remember medical advice is also always available 24 hours a day by dialling 111 for the NHS 111 service.

The Practice will give immediate attention to medical emergencies and there will be a Duty Doctor available each working day for clinically urgent problems.

Where clinically necessary the Practice will strive to offer patients an appointment with a doctor within two working days and with a practice nurse within five working days. This may not always be possible for routine appointments or if there are staff shortages due to illness or authorised leave.

The Practice will ensure that if there is a delay of more than 20 minutes in your appointment when you arrive you will be told and also update you if you feel that you have been waiting too long.

An appointment is normally for one person and, ideally, for one issue. You may request a chaperone when booking, on arrival or during your consultation. Where another member of the family also needs to be seen or you have more than one issue please discuss with Reception as you may need to book a longer or another appointment.

Telephone consultations are available and are increasingly preferred as a convenient method of consultation between patients and Doctors. If one is booked, please ensure your availability; only two attempts will be made by Doctors to telephone you.

• ***Prescriptions, Test Results and Referrals***

After a consultation your Prescription will be dispensed at the Dispensary. Repeat Prescriptions will normally be available for collection three working days after being submitted.

The Practice strongly encourages all eligible patients to use the Practice Dispensary; its service generates funds to support the continued presence of the Medical Centre in the village. Using a Supermarket or High Street Pharmacy results in a loss of potential income to the centre.

Blood tests are carried out at the Surgery and results are normally returned within a week. Patients whose results are a cause of concern will be contacted by a Doctor within two working days of receipt but, to be safe, all patients should phone for results after one week if they have not heard from the Practice.

Urgent referrals for X-rays, scans or to consultants or other health or care agencies are normally made within one working day of the appointment. The normal response times are two weeks for X-rays and scans and three weeks for letters from Consultants. Referral letters to a private health provider can also be provided. Non urgent referrals will be processed within five working days of the patient or the Doctor's decision to refer.

Investigation results arranged by hospital departments will be communicated direct to patients; please contact the hospital, and not the Practice, about results from these tests.

3. What the Ashover Practice can reasonably expect from its Patients

Patients and Practice Staff are partners in the care you receive; please treat all members of staff with the same courtesy, kindness and respect that you would like to receive yourself.

• ***Appointments and Home Visits***

Please ask for urgent appointments and emergency consultations only when necessary.

Please also ask for a Home Visit only when clinically necessary and it is impossible for the patient to attend the surgery. If you need a home visit, please telephone before 10.30am as late requests impact severely on the service to other patients.

• ***The Work of Reception***

Patients are asked to keep the Practice up to date with your mobile and landline phone numbers and email addresses and to respond quickly to any letters from the Practice.



Patients are asked to let Reception know as soon as possible if they are unable to keep an appointment or are going to be late. 15 minutes grace is given but you cannot assume an appointment will be kept open or that another Doctor will be available for a late arrival. Please be understanding if your own appointment is delayed by someone else's emergency; Reception will try and keep you informed of any changing situation.

- **The Dispensary**

Patients are asked to use the Practice Dispensary to obtain their Prescriptions; its service provides essential funding for the Practice.

Please leave at least three working days to request repeat prescriptions; many medications are not kept in stock and need to be ordered in by the Dispensary team.

- **Preventative Advice**

The Practice will always strive to promote good health through advice and preventative medicine. Many illnesses can be prevented through healthy living so Patients should not hesitate to ask for health promotion advice.

Patients should also take advantage of any offers to participate in screening opportunities; they are invaluable in the early detection of certain illness.

Please follow any medical advice given and do not hesitate to ask for help if you are unsure about any treatment given.

4. Suggestions and Complaints

The Practice endeavours to provide the best possible service to our patients within the resources available and the pressure of time. Your views or suggestions for further improvements are welcome and you will always be treated with courtesy and respect; please reciprocate.

The Ashover Practice has a Patient Participation Group. If you have a suggestion, wish to contact them or become a member please do so via the Partnership Manager.

We realise that there may be occasions when our service to you falls short of our customary standard. If you have a complaint or concern about the service received from the doctors or any of the staff working in the Practice, please make contact with the Partnership Manager.

