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| **ALPERTON MEDICAL CENTRE**  **Practice Charter**  **Responsibilities**  It is crucial to understand that healthcare is a partnership. Within this partnership we have responsibilities to you the patient and you have responsibilities both to us, the practice, and to others who use the practice.  **Respect**  Patients will be treated with courtesy and respect as individuals and partners in their healthcare, irrespective of their ethnic origin or religious and cultural beliefs. We ask that you treat the practice staff, the doctors and their families with the same courtesy and respect. Any verbal or physical abuse to any member of the practice team will be treated under the Zero Tolerance status and you will be removed from the practice list immediately and referred to the Safe Treatment Scheme.  **Names**  People involved in your care will give you their names and ensure that you know how to contact them. Please let us know if you change your name, address or telephone number.  **Appointments**  We run a 10-minute appointment system. You will be given a time at which the doctor, nurse of other member of the Primary healthcare Team hopes to see you. Please try and be punctual; if you arrive late this may cause delays and inconvenience to other patients.    You should not wait more than 30 minutes without receiving and explanation for the delay. Please ask for more than one appointment if you wish for more than one patient to be seen.  We can also refer you the Hub if you wish so.    We will try to ensure that you are seen on time but some consultations take longer than others and we have no way of knowing this in advance. If there is a patient with an emergency or serious problem, we will give them priority. If we are running late please be patient because on another occasion it might be you who needs the extra time. Please don’t blame the receptionists. If you have a particularly complicated problem or several matters to raise, please bear in mind that this may need to be spread over more than one consultation.    **Access To Primary Healthcare Team**  You will have access to a doctor rapidly in the case of an emergency. Urgent problems will be seen on the same day. Urgent problems will usually be seen by any doctor and this may not be the doctor of your choice. In order to cope with the ever increasing demand and to be flexible, doctors work as a team and healthcare sometimes has to be shared. We encourage patients to see their own doctors. However, in an emergency, this may not be possible.  **Home Visits**  We will arrange a home visit as appropriate for those patients who are too ill or too infirm to be brought to the surgery. Please do not ask for a home visit unless the patient cannot be brought to the surgery. In particular most children can quite safely be brought to the surgery by car. Please ensure that any request for a home visit reaches the surgery by 10.30am unless a genuine emergency arises later. We will take responsibility for all our patients equally. We may encourage you to attend surgery if this helps us to deliver care to our other patients. We take full responsibility for our decisions in this respect.  **Out Of Hours**  Cover is provided by NHS 111 outside of normal surgery hours. Please do not call this service out of hours unless there is a medical problem that cannot wait until the next surgery.  **Telephone**  We will try to answer the telephone promptly and to ensure that there are sufficient staff available to do this. Please keep your telephone call brief and avoid telephoning during peak morning time 09.00-11.00am for non-urgent matters. Please do not ring before the stated time.    **Test Results**  Please ensure that you find out the result of any test performed at the surgery. It is best to telephone between 11.00 and 1.00pm. As a rough guide it is necessary to allow several days for the results of tests to come back to us: blood tests and x-rays usually take one week, cervical smear results usually four to six weeks. Enquiries about tests ordered by the hospital should be directed to the hospital, not the practice. If the results need urgent attention, we will contact you.    **Second Opinion**  If it is considered that you need a second opinion or treatment is not available in the practice we will try to inform you of the best way of achieving this. Please do not ask or arrange a specialist appointment without first discussing the matter fully with your own doctor. If you later decide that you no longer need the appointment made for you, please inform both the hospital and us.  **Training**  We have committed ourselves to achieving and maintaining the extra standards required in order to under-taking the Mandatory training and specific training to the role.  **Health Records**  These will be kept confidential at all times. You have a right to see your medical records subject to any limitation in the law (under the Data Protection Act 1998).If you wish to see your records, please write to us and the practice manager will make the necessary arrangements. You may have to pay some fees to access your medical records.. Alternatively, you can now access summary information online too. Kindly speak to the reception staff if you wish to have online access.  **Information**  We will give you full and up-to-date information about the services we offer. Please read the practice booklet which sets out our services.    **Health Promotion**  The practice will offer some health promotion leaflets and have posters on display for patients with advice and information on steps they can take to promote good health and avoid illnesses and self-help.  **Suggestions/Complaints**  We welcome any comments and feedback on our services. Please contact our practice manager, who will be happy to discuss any matters. The Complaints Procedure is displayed in our notice board.    **Dissatisfaction**  If you are totally dissatisfied with the practice or the services we provide you have the right at any time to leave our list and register with another practice. We also have a right to have patients removed from our list. In general we will only exercise this right in the case of patients who repeatedly and persistently ignore their own responsibilities to us and to other patients. We will remove from our list immediately, patients who are violent or seriously abusive towards any of the practice staff.        **Updated: 24.02.2016**  **Our Vision Statement**    Our vision of the future is to continue to provide the best possible healthcare and education to meet the needs of the practice population.    To offer a team approach to healthcare not only within our own practice but to integrate with local practices to ensure that the human resources and skills available are used to the advantage of the local community.    To be involved in the planning and development of primary care  in conjunction with Brent CCG.    To continue to treat each patient as an individual and, be sensitive to their needs without any prejudice.    To listen and understand the needs of our patients.    Provide urgent appointments for those with immediate and urgent medical needs.    Provide the opportunity for telephone communication where appropriate.    Recall and review patients with on-going and chronic health conditions and repeat medications.    Support training for clinical and non-clinical staff encouraging Continuous Professional Development.    Work as a practice in accordance with national guidelines whilst working with the wider  Health care environment to deliver innovative solutions.    Utilise available technology to enable all our clinical staff to respond effectively to your healthcare needs and embrace change and innovative thinking keeping governance and security to the fore.    Provide non-NHS services in a timely fashion against an agreed tariff.    Work jointly with the Patient Participation Group to communicate change and receive constructive feedback and observation.    Respond quickly and pro-actively to any concerns you may have about the service you receive from us.    Ultimately to be a general practice that patients feel comfortable to visit and feel safe in the knowledge they will be offered a good primary care service. |  |
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**Updated: 24.02.2016**