

Strawberry Hill Medical Centre

'Offering good medicine in modern premises'

Practice Charter

Our General Practitioners are:

Dr Zaid Al-Nakeeb

Dr Imogen Caffery

Dr Anne-Marie Faulkner

Dr Abid Irfan

Dr Judith Jones

Dr Ben Loxton-Edwards

Dr Emily McCullagh

Dr Madeline Norman

Dr Graham Stiff

Dr Angus Whitfield

Tel: 01635 917917

Website:

www.strawberryhillmedicalcentre.co.uk

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August 2019 v1.5

Opening Hours – Monday to Friday
8.00am to 6.30pm
(excluding bank holidays)

**ALL MEMBERS OF STRAWBERRY HILL
MEDICAL CENTRE'S TEAM ARE
DEDICATED TO PROVIDE GOOD
MEDICINE IN MODERN PREMISES AND
ACHIEVE HEALTH SERVICES WHICH
MEETS OUR PATIENT'S REQUIREMENTS.**

Practice Booklet:

All new patients will be offered a copy of our practice booklet, copies are available from reception.

Surgery Premises:

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

Changes to Procedures:

When changes are introduced to practice procedures that affect patients, we will ensure that these are clearly explained. This will be by means of a waiting room notice board, on our website or individual leaflets.

- Make individual appointments for each person about whom you wish to consult and bring along all relevant information to make consultations as effective as possible.
- Ask for a longer appointment if you have much to discuss.
- Make every effort to attend the surgery for consultations to make best use of medical time, home visits should be medically justified and not requested for convenience.
- Call Westcall (via NHS 111) only if it is truly necessary.
- Give 4 full working days notice for repeat prescriptions to allow for accurate prescribing.
- Inform us if you change address or telephone number – we may need to contact you urgently.

Strawberry Hill Medical Centre has made undertakings to you. In return we ask you to share with us in a partnership for your care.

We expect you to:

- Extend the same courtesy and politeness to the practice team as you would expect to receive - remember they are working under doctors' instructions.
- A Zero Tolerance policy towards violence, threatening and abusive behaviour is now in place throughout the NHS. Staff at the practice have a right to carry out their work in an environment free from such behaviour.
- Call before **10.30 am** whenever possible to speak to your doctor to request a home visit.
- Attend appointments on time or give the practice adequate notice that you wish to cancel. (Please ask reception for our 'Arriving Late for Your Appointment' leaflet)

As a patient you are entitled to:

- Be registered with a General Practitioner.
- Be treated with courtesy & respect.
- Confidentiality of information, according to nationally agreed best practice.
- Have the choice to be seen by a male or female doctor for routine appointments.
- Have appropriate treatment prescribed and clearly explained.
- Have the presence of a chaperone if you desire.
- Be seen the same day if you have a medically urgent condition, although you may not be able to see your usual doctor.
- Be referred for a specialist opinion if required. This is agreed between the patient and their doctor.
- Have the right to view their medical records, subject to The Access to Health records Act 1990, the Data Protection Act 1998 and associated procedures, and to know that those working for the NHS are under legal obligation to keep the contents confidential.
- Be offered a health check with the GP or Nurse between the ages of 40—74 if not currently suffering from a chronic illness.

- Be offered appropriate advice by the Primary Health Care Team regarding steps you may take to promote good health and avoid illness
- Expect patients with urgent medical conditions to be seen urgently, even if this causes a delay to booked appointments
- Have any suggestions you make to improve the service considered by the appropriate team members
- Have acknowledgement of any complaints within 2 working days, and a response to the complaint as soon as practical, preferably within 10 working days
- Be treated as an equal. In the same way as patients can choose their doctor, the doctors reserve the right to accept or remove a patient from their list. This may happen if a patient is unable to work cooperatively with the Practice
- Be offered an interpreter or access to a translation service if required.

Waiting Times:

- Surgeries will almost always start on time.
- We expect patients to be seen within twenty minutes of their appointment time, and in the event of a delay we will inform those patients currently in the waiting room.

Transfer of Medical Records:

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

Home Visits:

The decision to home visit will be at the doctors' discretion. We are unable to guarantee a specific doctor will visit you as this depends on availability and other factors.

Out of Hours Emergencies: 📞 NHS 111

When the practice is closed, NHS 111 are available for advice and information. If it is recommended you need to see a Doctor, and you truly feel this is necessary and can not wait until the next working day, then you will be transferred to Westcall (out of hours service) to make an appointment in the out of hours clinic at West Berkshire Community Hospital.

You **must** speak to NHS 111 for advice or to make an appointment, please do not just attend as you will not be seen.

Please refrain from asking NHS 111 or Westcall for your repeat prescription.

Alternatively, you can seek advice from **NHS 111** on Tel: **111** or via the **NHS web-site www.nhs.uk**.

Repeat Prescriptions:

These will be signed by your usual doctor wherever possible as they have the best possible knowledge of your health. Please allow 4 full working days when requesting your repeat prescription.

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 five working days of the patient consultation or the doctor's decision to refer.

Test Results:

Your doctor or nurse may send you for an investigation, such as blood test or x-ray.

The results of the tests are seen by the doctors daily and a comment is made as a computer entry on the patient's notes. Usually this will say that the test is normal, however if there is an abnormality in your result it will be marked appropriately such as 'speak to a doctor' or 'collect a prescription'.

If the result is abnormal and needs prompt action, the doctor will contact you. Please therefore ensure the contact details we hold for you are kept up to date.

It is the patient's responsibility to request the results of all investigations. It is also the patient's responsibility to carry out suggested actions i.e. 'speak to a doctor'.

You can request your results via our website or by telephoning the surgery on 01635 917917 after 11am.

The receptionist will retrieve the doctors' comments and will relay this information to you. Please note the receptionist has only been given these instructions by the doctor and has no further information.

Any results for investigations arranged by a Consultant will be sent to the Consultant, not your Doctor here in the surgery.

The results from cervical smears are at present taking approximately one to 2 months to return. The Laboratory will write to you with the result and when the test should be repeated. Please make a note of this in case you move away and miss your recall letter.