

**Wellbrook’s Philosophy**

Our aims are to offer the highest standard of health care and advice to our patients, with the resources available to us.

We have a team approach to patient care and endeavour to monitor the service provided to patients, to ensure that it meets current standards of excellence.

We are dedicated to ensuring that practice staff and doctors are trained to the highest level and provided with a stimulating and rewarding environment in which to work.

**Patient’s Rights to General Medical Services**

* To be offered a health check on joining a doctor’s list for the first time.
* To have appropriate drugs and medicine prescribed.
* To be referred to a consultant acceptable to them when they and their GP thinks it is necessary, and to be referred for a second opinion if they and their GP think it is advisable.
* To have access to their health records, subject to any limitations of the law, and to know that those working for the NHS are under a legal duty to keep those records confidential.
* To choose whether to take part in research or medical student training.
* To receive a copy of their doctors practice leaflet, setting out the services that he or she provides.
* To receive a full and prompt reply to any complaints they make about the care they receive at the Wellbrook Medical Centre.

**Patient’s Responsibilities**

* If you are unable to attend for an appointment, please let us know so that we can offer it to someone else.
* If you are late for your appointment, you may be asked to re-book at another time. Try to let us know in advance if you are going to be unavoidably delayed, so that we can make alternative arrangements to help you.
* A home visit should only be requested for those who are unable to come to the surgery because of serious illness or infirmity.
* An urgent appointment is for an urgent medical problem. Please speak to a Reception Administrator (RA) if you require a sick (‘fit’) note or repeat prescription.
* We would ask you to be patient if the Doctor is running late. This is often due to unforeseeable emergencies but please ask for an explanation from the RA.
* Make a separate appointment for each patient that needs to be seen. This allows the doctor enough time to treat each patient with the time that they deserve.
* Please act in a responsible and courteous manner whilst on the Practice premises for the safety and comfort of others.
* Please treat all surgery staff, fellow patients, carers and visitors politely and with respect. Violence or verbal harassment will not be tolerated or accepted, you may be asked to register at another surgery if this behaviour occurs

**Our Responsibilities**

* You will be treated with courtesy and respect by all Practice personnel.
* An urgent appointment with a doctor will be available on the same day.
* A non-urgent appointment with a doctor will be offered as soon as possible.
* You will be seen by your own or preferred doctor wherever possible.
* An appointment with a Practice Nurse will normally be available within five working days.
* Our standard is to see most patients within 20 minutes of their appointment time. If you have waited longer than this, please ask the RA for an explanation.
* We aim to answer the telephone within six rings.
* Your repeat prescription will be available for collection from the surgery within five working days of your request.
* Your suggestions and comments about the service we offer will be considered sympathetically and any complaint dealt with promptly, in line with NHS procedures.
* We wish to make Wellbrook Medical Centre as accessible as possible. If you have hearing, visual, physical or any other difficulties please let the RA know so that we can enable you to fully use our services.

**Help us to help you…**

* Please do not ask for information about anyone other than yourself.
* Please note that appointments with the doctor are for 10 minutes, in which time the doctor can only usually deal with one problem. If you require more time than this, please mention to the RA when making your appointment.
* Please tell us of any change of name, address, telephone number or circumstances so that we can keep your records up to date.
* Please allow sufficient time for your consultant’s letter or test results to reach us; you will be advised of the usual length of time to wait for test results we have arranged, but please contact the hospital for the results of any tests arranged for you by the consultant.
* Please attend for review when asked, before your next prescription is due.