

Where possible, we aim to:

Answer the telephone promptly.

Identify any member of staff and their role within the Practice on request.

Provide high quality health care and treat you confidentially, with courtesy and respect.

Keep you informed of the services that we offer and any appropriate information that affects your health and treatment.

Run surgeries and clinics on time.

Provide a home visit if you are housebound. See website page Appointments for more information regarding Home Visits.

Offer you a health check on joining our list.

Prescribe all appropriate medicines.

Allow you to chose whether or not to take part in teaching of medical students

Give you the opportunity to make positive contributions to the running of the practice by joining the Shefa Patients Participation Group (SPPG).

Deal promptly with any problems/concerns you may have arising from our service to you.

Provide a Practice leaflet or website; this will give you lots of useful information about the practice and the services available.

Patients Name:

Patient's Sign:

Date:

PRACTICE CHARTER

Shefa Medical Practice
 St Peters Health Centre
 Sparkenhoe Street
 Leicester
 LE2 06A
 Tel: 0116 295 7835
 Fax: 0116 295 7836
www.shefamedicalpractice.co.uk

ZERO TOLERANCE

All staff must be treated with respect and courtesy at all times. The practice supports the Government's NHS zero tolerance to violence campaign. Doctors and their staff have the right to care for others without the fear of being attacked or abused.

A patient who has committed an act of violence or abuse against the doctor, the staff or any other person present, either on the practice premises or in another place where treatment is given by the practice, will be reported to the police and removed from the practice list with immediate effect.

WHAT YOU CAN EXPECT

You will be treated as an individual and will be given courtesy and respect at all times, irrespective of your ethnic origin, religious belief, personal attributes or the nature of your health problems.

If your problem is urgent to be able to access a health care professional within 24 hours.

You should be able to contact a doctor outside working hours for a serious medical emergency

You have the right to receive advice treatment or referral appropriate for your condition and to a full explanation of your illness or any tests that need to be carried out when a hospital report or results become available.

We will treat your problems and your medical records confidentially.

We will only release information about you to a third party with your consent e.g. Insurance reports.

We will process your Repeat Prescriptions within 2 working days.

You will be seen within 30 minutes of your appointment time and we will keep you informed of any delays.

You will receive a written copy of our Complaints Procedure on request.

You will be treated as a partner in the care and attention you receive. Being a partner means that we have responsibilities to each other. Help us to help you.

WHAT WE CAN EXPECT OF YOU

The rights of fellow patients must also be respected at all times.

It is for the doctor to judge whether a problem is urgent and they have instructed the receptionists to ask certain questions so that they may deal with your request in accordance with practice policies. These questions enable the doctor to assess how urgent a problem is and how best to manage it.

The doctor should not be disturbed outside working hours except in emergencies.

We have the right to refuse treatment or sick certification that we consider unnecessary, you must tell us if you do not understand our decisions and we will make it clear how to proceed.

Please keep your appointments and cancel them if you are unable to do so as this may enable someone else to be seen.

Please try to arrive on time for appointments and if we are running late please do not blame the receptionist. Understand that emergencies may from time to time disrupt even the best-planned systems.

Please request an essential home visit between 9.00 a.m. and 10.30 a.m., please think seriously whether it is necessary. We will only visit if a patient is genuinely housebound.

Please order repeat prescriptions in advance. Do not expect a prescription every time you see your doctor – they are often not necessary.

Please accept any invitations for screening issued by the Practice. Please make sure your child is vaccinated and immunised.

If you change your name, address or telephone number to inform the Surgery as soon as possible.

Failure to agree and co-operate with the Charter may result in removal from the practice list.