



THE HAVEN PRACTICE

## Patient's Charter

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**Salaried GP**

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### **Out of Hours Emergencies**

We will do everything possible to make sure our system for contacting the Duty Doctor is easy to follow, reliable and effective.

### **Waiting Times**

Surgeries will normally start on time.

We expect patients to be seen within 20 minutes of their appointment time, and in the event of a delay we will offer an explanation.

When a Doctor is called away on an emergency, we will let patients know and give them an opportunity to book an alternative appointment.

### **With these Rights come responsibilities. For Patients this means:**

- Showing courtesy to the staff at all times - remember they are working under Doctors' orders.
- Responding in a positive way to questions asked by reception staff.
- Attending appointments on time or giving the Practice a fair amount of notice that they wish to cancel. Someone else could use your appointment!
- An appointment is for one person only - where another member of the family needs to be seen or discussed, another appointment must be made and the Medical Record be made available.

Patients should make every effort when consulting the Surgery to make best use of Nursing and Medical time. Home Visits should be for medical reasons only and not for ease or convenience.

When Patients are asked to give 48-hours' notice for repeat prescriptions, please give us this time, as it is to allow for accurate prescribing.

Out-of-hours calls (e.g. evenings; nights & weekends) should only be requested if they are felt to be truly necessary.

### **Referrals**

**Urgent** referrals will be made within 1-2 working days of the Patient appointment.

We will normally process non-urgent referrals within 2-5 working days of the Patient appointment .

### **Private Referrals**

Where requested, our GPs will refer you to a private health provider.

### **Test Results**

When a Doctor or Nurse arranges for a test to be taken, the Patient can obtain the result by calling the Practice or via on-line access once this has been activated. If a Patient would like their results printed this has to be checked by the GP before it is given to the Patient. (Results are normally available the following day)

If a Consultant has requested blood test this can be taken at the Practice as long as we have documentation of this of you have a blood form. The GP will not be able to give out the results for this, you will need to contact the hospital.

### **Transfer of Medical Records**

The Practice will do their best to dispatch medical records required by the Health Authority within seven working days, or on the same day if the request is urgent.

We will respect Patients' privacy, dignity and confidentiality at all times .

### **Appointments**

**With a Doctor:** For routine consultations, we will do our best to offer patients an appointment within two working days of the request. For medically urgent requests, please call the reception team.

**With a Practice Nurse:** For routine appointments, we will offer an appointment within five working days. We are happy to update you on any delay situation if you feel that you have been waiting too long.

**Home Visits:** We are unable to guarantee a specific doctor will visit you, as this depends on the GP whom is working that day and other factors. The decision to home visit will be at the Doctors' discretion.

*All Members of the Practice and Clinical Commissioning Group of Brighton & Hove are dedicated to a quality policy to achieve health services that meet the Patient's requirements.*

### **Practice Leaflet**

All new patients will receive a copy of our Practice leaflet, and copies will be available at reception. The most up to date version will be posted on our Website.

### **Surgery Premises**

Our Surgery building will be welcoming, easy for patients to find their way around and appropriate to the needs of users, including the disabled.

### **Patients' Rights to General Medical Services**

Patients have the right to:

- Be registered with a General Practitioner (GP)
- Change their GP if desired, but will need to re-arrange an appointment as there is only one GP on site at any time.
- Be offered a NHS health check if your when you are in the criteria.
- Receive urgent care at any time from the Practice

- Be referred for specialist or second opinion if they and their GP agree
- View their medical records, subject to the Acts and associated procedure, and to know all NHS employees are legally obliged to keep the contents of their records confidential.

### **Changes to Procedures**

When changes are introduced to Practice procedures that affect Patients, we will make sure these are clearly explained using posters in the waiting room, displayed on our Website and in the Practice newsletter

### **Repeat Prescriptions**

To ensure the best possible knowledge of your personal health, these will be signed by your named GP wherever possible.

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