



Practice charter

We aim to provide our patients with the best quality care available.
Our charter is a statement of what you can expect from this practice and what we feel we can expect from you.

- All patients will be treated equally. We do not discriminate on the grounds of gender, gender identity, race, disability, sexual orientation, religion or age
- Our premises will be clean and comfortable and have facilities for the disabled
- All patients will be greeted in a friendly manner and be treated with courtesy by everyone in the practice
- Patient confidentiality may be expected at all times
- Patients should realise that home visits are made at the doctor's discretion
- Requests for night visits should only be made for emergencies
- Many problems can be solved by advice alone, therefore patients should not always expect a prescription at every consultation
- We ask that patients treat the doctors and staff with courtesy and respect
- Patients must inform the practice staff of any alterations in their circumstances, such as change of surname, address or telephone number, even if it is ex-directory

With these rights come responsibilities

- We ask that patients attend their appointments at the arranged time. If they cannot attend they will inform the practice immediately
- We expect that patients will understand that appointments are for one person only. Additional appointments will be made if more than one person needs to be seen
- Patients are responsible for their own health and the health of their children and should co-operate with the practice in endeavouring to keep themselves healthy
- We ask that requests for help or advice for non-urgent matters be made during practice hours
- Home visits should only be requested for patients who are seriously ill. It is important to bear in mind that most medical problems are dealt with more effectively in the clinical setting of a well-equipped practice

