

Plas Menai Health Centre

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Our Reference:
PMS/NOTICE/PC
Your Reference:
N/A
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 Canolfan Iechyd

Plas Menai

Health Centre

Patient Charter

– Understanding our Relationship

The Plas Menai GP Partners are keen to ensure that good relations between the Partnership and patient are maintained at all times. This Patient Charter will help patients understand what is expected from the surgery at the same time as understanding what is expected of the patient in return

So, what is the Partnership committed to providing to you?

- ✓ You will be **treated with courtesy and respect**;
- ✓ **You will have the choice** to be seen by a male or female clinicians for routine appointments (if available);
- ✓ You will have **appropriate treatment prescribed and clearly explained**;
- ✓ You will be **seen the same day if you have a medically urgent complaint**, though you may not be able to see your usual clinician;
- ✓ You will be **referred to a consultant when your clinician feels it necessary** and be referred for a second opinion if both you and the clinician agree this is desirable;
- ✓ Our Care Navigators will work on finding you the **best and most appropriate person to deal with your health problem**;
- ✓ We recognise that you may need to discuss your concerns in private and we will ensure **privacy for consultations and confidentiality** at all times;
- ✓ You will be able to **make suggestions to improve the practice and services** we provide through feedback to our management team and/or the Patient Engagement Group;
- ✓ Your **complaints will be investigated thoroughly and promptly** as per NHS complaints procedure. We endeavour to resolve complaints verbally but where a complaint requires investigation we will write to you with the outcome.
- ✓ Your **records, both written and computerised, will be kept secure and confidential at all times**, in line with data protection guidelines, and NHS confidentiality policy
- ✓ 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 partnership and its staff

What does the Partnership ask of its Patients?

- ✓ You will **treat practice staff with a courtesy and respect**;
- ✓ You will be a **'patient' patient**;
- ✓ You will **respect that we are working very hard to provide the best service we can for ALL our patients**, and any **violent, aggressive or abusive behaviour may lead to being removed from the practice list, and/or police involvement**;
- ✓ You will **notify us as soon as possible if you are unable to keep an appointment** as this allows other patients to be seen and keeps waiting times down;
- ✓ You will **only request a home visit if you, or the genuinely are unable to come to the practice** e.g. housebound, physically incapacitated. If a visit is required please ring **before 10am**;
- ✓ You will be **on time for your appointments and notify us as soon as possible if you need to cancel an appointment**; persistent missed appointments may lead to being removed from the practice list;
- ✓ You will allow **2 full working days** when requesting a repeat prescription; **repeat prescriptions will not be taken over the telephone** (requests can be made by letter, via online request service or by visiting the practice);
- ✓ You will **request your repeat prescriptions in good time** - this will avoid delays;
- ✓ You will **inform us if you change address or telephone number** – we may need to contact you urgently
- ✓ Although we aim to offer you a choice of clinicians, and aim to offer continuity of care, **you will accept** that this is not always possible (eg holidays) and you will therefore be **willing to see the most appropriate person at the practice who can deal with your health need** in a timely manner.

Cath Hughes

Dr. Catherine Hughes
Senior GP Partner

For more details visit: www.plasmenaihealthcentre.co.uk

