

Garden City Surgery

Garden City Surgery Mission Statement:

To achieve our vision by offering the highest standards of care to all our patients and to listen to their views and needs. To ensure that all staff employed by the practice are trained and competent to assist in the smooth and safe running of the practice for the benefit of all users.

The Patient's Charter:

Introduction:

The Patient's Charter is for the patient to understand their rights and responsibilities when using our services at the Garden City Surgery.

The Charter supports the understanding of mutual respect. Everyone who uses and provides NHS services has a right to be treated as an individual. They should also be treated with consideration, dignity, and respect.

In our Patient's Charter we will:

- Explain your rights and the standards of service you can expect to receive.
- Explain your responsibilities which will help our staff be able to consistently deliver high standards.

Your Rights and Responsibilities:

Your Rights:	Your Responsibilities:
You have a right to access timely and high-quality care from your GP Surgery.	Inform Garden City Surgery if you are unable to attend your appointment. Notify us of any changes to your contact details. Understand that in some cases your GP is attending to another patient which might run over time, meaning you might have to patiently wait. Your GP will either contact you via telephone, SMS services, or see you in a face-to-face consultation. For all telephone call , please ensure to make yourself available and receive the call in a save and appropriate space.
You have a right to a safe, secure, and supportive healthcare environment.	Provide your GP/Clinicians with information that affects your health. Agree upon and follow a treatment plan. Let your GP/Clinicians know about any changes in your medical condition.

You have a right to a general practice environment that respects your healthcare needs.	Treat all of our Practice staff and other patients in the way you would wish to be treated. To accept and adhere to NHS Zero Tolerance Policy
You have a right to be included in decisions and choices about your care.	Be involved and interested in your care planning. Ask your GP/Clinicians questions or for clearer explanations if you don't understand.
You have a right to open, two-way communication with your GP about your healthcare.	Let your GP know about your needs. Be as open and honest about your issues as you can.
You have a right to privacy and confidentiality of your personal information.	Discuss any concerns relating to the privacy of your information with your GP/ our Clinicians or Practice staff.
You have a right to comment on your care and have your concerns addressed.	Tell Practice staff if you have a concern so that they can respond to it. Avoid posting derogative , defaming, slandering or offensive comments on any Social Platforms or online publications about the surgery or our staff.
You have a right (if eligible) to be offered an NHS or other regular health checks at your GP Surgery.	You will be contacted by the Practice. Or notify us when you are due for your annual health check.
You have a right to be issued repeated prescriptions within three working days.	Take in consideration weekends and bank holidays. Understand that this progress takes times as the GP needs to go through everything before signing it off.
You have a right to be offered an appointment with a member of staff based on your needs and the nature of your health concerns.	Understand that each of our staff, whether is it the Doctor, Advance Nurse Practitioner, Nurse, Pharmacist, Phlebotomist, focus of different areas of health and we will book you with the staff member which will help your needs the best.
You have a right to be seen by our health services if you have any concerns about your health.	Understand that we are only open from Monday to Friday, from 8am - 1pm and 2pm – 6:30pm, here at the surgery, we cannot see you out of these times.
You have a right to have access to online GP records.	Understand that the GP will review and triage your request and give access accordingly.

We acknowledge that frustration can arise due to waiting times on the telephone, for your appointment or the belief that your needs are not being listened to.

Please take in consideration that certain situations cannot be helped, but here at the surgery, we are taking all of this on and working on improving these services.

Understand that although annoyance may occur, abuse and aggression is not welcomed at this surgery, and in a rare occasion, patients may be taken off the patient list if they are not following their responsibilities.