

Patient's Rights to General Medical Services

- To be offered a health check, when appropriate, upon joining a doctor's list for the first time.
- To have appropriate drugs and medicine prescribed.
- To be referred to a Consultant acceptable to them when they and their GP think it is necessary, and to be referred for a second opinion if they and their GP think it is advisable.
- To have access to their health records, subject to any limitations of the law, and to know that those working for the NHS are under a legal duty to keep those records confidential.
- To choose whether to take part in research or medical student training.
- To receive a copy of their doctor's practice leaflet, setting out the services that he or she provides.
- To receive a full and prompt reply to any complaints they make about the care they receive at the Quarry Bank Surgery.

With these rights come responsibilities. For the patients this means:

- If you are unable to attend for an appointment please let us know so that we can offer it to someone else.
- If you are late for your appointment you may be asked to rebook at another time. Try to let us know in advance if you are going to be unavoidably delayed, so that we can make alternative arrangements to help you.
- A home visit should only be requested for those who are unable to come to the surgery because of serious illness or infirmity. Please ring the surgery as early in the day as possible to request a visit.
- We would ask you to be patient if the clinician is running late. This is often due to unforeseeable emergencies but please let a member of the Reception team know if you have been waiting for more than 20 minutes after your appointment time.
- Please treat all surgery staff, fellow patients, carers and visitors politely and with respect. Violence or verbal harassment, whether that be in person, on the telephone or through social media it will not be tolerated or accepted, you may be asked to register at another surgery if this behaviour occurs.
- When patients are asked to give 72 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.

Patients' Charter

QUARRY BANK MEDICAL CENTRE

Dr. Kiran Penumaka (Female)
MBB NTR University 1998
DGO ANDHRA University 2003 MRCGP London 2012

ALL MEMBERS OF THE SURGERY PRIMARY CARE TEAM ARE DEDICATED TO A QUALITY POLICY TO ACHIEVE HEALTH SERVICES WHICH MEET THE PATIENT'S REQUIREMENTS.

Practice Leaflet

All new patients will receive a copy of our practice leaflet and copies will be available at the reception.

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.

Changes to Procedures

When changes are introduced to practice procedures that affect patients, we will ensure that these are clearly explained, by means of a brochure; waiting room notice board or individual leaflets, giving as much notice as practicable.

Repeat Prescriptions

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

Referrals

- Urgent referrals to other health and social care agencies will be made within one working day of the patient consultation. Where requested, our GPs will refer you to a private health provider.
- We will normally process non-urgent referrals within three working days of the patient consultation or the doctor's decision to refer.

Test Results:

When a doctor or nurse arranges for a test to be taken the patient will be informed how to obtain the result. (Results are normally available after 2 pm the following day depending on the type of test – some results may take up to two weeks)

Transfer of Medical Records

The Practice will endeavour to dispatch any medical record required by the Health Authority within seven working days and same day if the request is urgent.

Privacy and Confidentiality

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

Appointments

With a Doctor: For routine consultations we will endeavour to offer patients an appointment within **seven** working days of the request. For medically urgent requests, we will offer an appointment on the same day.

With a Practice Nurse For routine appointments we will offer an appointment within 14 working days. If there is a delay in the appointment wait (when you arrive) of more than 20 minutes we will let you know. 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 availability and other factors. The decision to home visit will be at the doctors' discretion.