
Patients Charter

*This Charter has been written by the members of the practice Patient Participation Group.
The practice would like to thank them for their hard work and input in compiling this patients charter.*

Melbourne Grove Medical Practice

Setting out the rights and standard of service that all patients
should receive

CONCORDIA
HEALTH

making the NHS better



The Service

- All members of the Melbourne Grove staff will be dedicated to providing a health services that meets the patient's needs.

Surgery Premises

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

Patients who cannot access the upper floor should be seen in an appropriate ground floor room.



General Medical Services

Patients will have the right to:-

- Be registered with a General Practitioner/Doctor (GP).
- Be seen by a doctor of their choice except in an emergency.
- Be offered a health check on joining the practice
- Be offered an annual health check if they are over 75years of age.
- Be offered a health check if they are between 16 and 74years and have not seen a GP for three years.
- Be prescribed appropriate drugs and medicines.
- Be referred for specialist or secondary opinion if they and the GP agrees.
- Be informed if a mistake has been made in their care and provided with a written apology.
- Have the right to view their medical records on consultation with the GP.
- Receive medical care from the Doctors, Nurses and other members of the health care team by appointment.
Additional GP appointments during surgery hours being available through the Extended Primary Care service (EPC).
- Receive emergency care at any time through their GP. Out of surgery hours emergency medical services for Melbourne Grove Practice being supplied by the South East London Doctors On Call service (SELDOC) TEL :-
0208 693 9066



Practice Information

All new patients will receive a practice information leaflet which will include information about the Patients Participation Group (PPG). Information about the practice will be available on the practice waiting room walls, in individual leaflets and on the practice website – www.mgmp.co.uk

Information regarding the Patients Participation Group (PPG) with minute and dates of meetings will be available in the practice and on the website –www.mgmp.co.uk – Your Voice.



Practice Staff identification

Information regarding the practice staff will be displayed on a picture board in the waiting room so that patients can identify member of staff.

All practice staff should wear a badge indicating their name and role and should always introduce themselves to patients.

Changes to the Practice or Procedures

All changes which will affect patients will be clearly explained on waiting room walls, on the website, or in individual leaflets, giving as much information as practicable.



Privacy , Dignity, Confidentiality and Cultural respect

All patients can expect that the practice staff will respect a patients privacy, dignity, and confidentiality and that there will be an ethos of friendliness and kindness in the practice.

Where required a chaperone and/or interpreter service (book in advance)will be available.

Access

In an Emergency, rapid access to a doctor will be arranged. Where a patient is too ill or infirm to be brought to the surgery a home visit may be arranged.

Normal access to a Doctor, Nurse or other health care professional will be arranged by appointment with the practice receptionist at the surgery or by telephone. Some Doctors appointments are available on the website after registering for online appointments



Appointments

- **Appointments with a Doctor** will be available for A)Same day appointments B)Book in advance appointments C)Book in advance on line appointments.(**see appendix 1**)
- Where possible the appointment will be with the Doctor of the patient's choice and where possible the records will have been reviewed before the consultation starts.
- Additional same day appointments can be arranged by the Melbourne Grove practice for the Extended Primary Care Service. (**see appendix 1**)
- **Appointment with a nurse** will be available on request at the surgery or by telephone. Practice Nurses and Nurse Practitioners undertake different functions so the receptionist may need to request information about the service required.
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- **Appointment Waiting Times** :- Surgeries will normally start on time. Patients will be seen promptly and if there is a delay of more than twenty minutes from their appointment time an explanation will be given.



Test Results

When a Doctor or Nurse has arranged a test the patient will be informed how and when the test results will be available . **(Some test results may take more than one or two weeks)**

Referrals

Patients will be referred to a Consultant Doctor or other Health or Social Care professional of their choice when the GP thinks it is necessary. Referrals can be made for a second opinion if it is agreed with the doctor that this is desirable.

Urgent referrals by a doctor to another health or social care agency will be made on the same day.

Non-urgent referrals will be processed within one week of the doctor's decision to refer.



Repeat Prescriptions

- Repeat prescriptions will be available for patients requiring medication when the doctor does not need to see the patient when the next prescription is due.
- Repeat prescriptions will normally provide medication for one or two months.
- A repeat prescription will indicate the required review date (date by which the doctor need to see the patient again). If the doctor has not seen the patient by the review date no further medication will be provided until the doctor has undertaken the review.
- There will be several ways of obtaining medication on repeat prescriptions



Transfer of Medical Records

New patients can expect that once they have registered with the practice their medical records will be available to the practice electronically within a week and in paper form within eight weeks. In an Emergency the practice may request information from the previous GP practice or Health Authority.

Complaints

Patients will receive a full and prompt reply to any complaint and the Practice Manager will inform patients of the Practice Complaints procedure.



With these rights come responsibilities



All patients are responsible for their own health and of that of their children. The doctors, nurses and other members of staff at Melbourne Grove will provide professional help and advice and would ask that it be acted upon.

All patients are asked to treat the doctors and practice staff with courtesy and respect. Abusive and threatening behaviour will not be tolerated and may result in removal from the surgery and if requested by removal from the practice list.

All patients are asked to let the surgery know of any change of Name, Address Telephone or email address.

All patients are asked to do everything they can to keep both GP and Hospital appointments. If they cannot they are asked to give 24hrs notice.

Patients should only ask for a home visit by a doctor when the person is too ill to visit the surgery.

Patients are asked to engage actively in “call and recall” programmes for medication, immunisation, vaccination, chronic disease management and any other recall requests from the practice.



APPENDIX

1) GETTING AN APPOINTMENT :-

SAME DAY (Monday to Friday) – **Morning:-** 8am Telephone or go to the surgery. Where possible an appointment will be given for a time during that morning. **Afternoon:-** 12 mid-day. Telephone or go to the surgery. If available an appointment will be given for a time during that afternoon. **If no same day appointments are available** an urgent request for an appointment can be assessed by a doctor who will take the appropriate action. This may include referral for an appointment to see a doctor at the Extended Primary Care Service- (8am to 8pm - 7 days a week service) , Lister Health Centre, Peckham Rd, Peckham. SE15 5LJ. Instruction on how to get there will be provided.

BOOK IN ADVANCE - (for Monday to Friday and Saturday morning appointments) Telephone or go to the practice to arrange an appointment for the next available date and time.

BOOK ONLINE Ask the reception staff for an online form so that they can set up a Patient Access account for the online appointment service. (online access:-www.patient.co.uk/-access)



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- **2) REPEAT PRESCRIPTIONS :- *** Allow a week so as not to run out of medication*****
 - **From the surgery** - Post the prescription to the surgery OR post your request in the repeat prescription box on the wall near the surgery reception desk. On the box will be the date when the prescription will be ready for collection (normally two days).
 - **Through a Chemist** – Arrange with your chemist for the repeat prescription service. The Chemist will alert you when your prescription is due. Once you have confirmed your needs the Chemist will order the prescription from the Surgery. They will then dispense your prescription and it can be collected from the chemist or if agreed will be delivered.
 - **On line** – Ask the reception staff at the practice for an online form to set up a Patient Access account for the online repeat prescription services.
 - ***** PLEASE NOTE *** Prescriptions indicate a review date . Patients will need to see a Doctor before that date as no further medication will be provided until after your requirements have been reviewed.**
 - **Produced by the Patients Charter group of the PPG - March 2018 Review 2023**

