

Woodlea House Surgery

Patient Charter



“WE AIM TO CARE FOR EACH INDIVIDUAL’S HEALTH AND WELL BEING TO THE VERY BEST OF OUR ABILITY”

At Woodlea House Surgery we have set ourselves the following standards, to try to ensure the best possible health care for you and your family. We aim to give you the most appropriate treatment and advice for your individual situation. Any proposed treatment or care will be administered by suitably qualified members of staff. We also aim to ensure that you fully understand and consent to all aspects of your health care.

Please feel free to ask questions if you are unsure about anything. It is our belief that we have a responsibility to you, the patient, and that you have a responsibility to the practice, and to others needing our services. We ask that you make use of our facilities as wisely and responsibly as possible. In addition, if you decide you no longer need an appointment for further treatment, or a second opinion, which has been made for you, please inform both the hospital and us.

YOUR HEALTH

We aim to offer patients useful and practical advice on promoting good health and avoidance of illness. You are responsible for your own health and the health of your family. We are here to give you our professional help. Please help us to help you by acting on the advice offered.

YOUR RECORDS

Your medical records will be confidential at all times; however, you have a right to see your records, subject to any limitations of the law. If you wish to see your records, please ask your Doctor.

COMPLAINTS/SUGGESTIONS

We will be happy to talk over any complaints or suggestions that you may have concerning the service offered to you. Constructive comments and feedback on our service, skills and behaviour will be very useful. It is our belief that the Doctor/patient relationship is vitally important in good health care, with co-operation and trust being essential. If you feel that this relationship is not working, for whatever reason, do please let us know, so that improvements can be made.

Similarly, if we feel that you have in some way misused the facilities provided, to the disadvantage of other patients, we feel we have the right to bring it to your attention

OUT OF HOURS CALLS

We provide 24-hour cover, 365 days a year for emergencies. This cover is provided by ourselves and a deputizing service. Please remember that our Doctors work very hard and that any out of hours call is over and above their normal working week. Please do not call out of hours unless it is an emergency which cannot wait until the next surgery.

APPOINTMENTS

We will offer you an appointment for an urgent case the same day. Please ring first thing in the morning to enable us to do this. For less urgent cases we will try to offer you an appointment within 48 hours.

Our reception staff will try and answer the telephone promptly. Should you wish to speak to a Doctor by telephone; a convenient time can be arranged through the reception staff.

HOME VISITS

If a patient is too ill to attend the surgery, then a home visit will be arranged as appropriate. Please do not ask for a home visit unless it is absolutely genuine. Requests for home visits must reach the surgery before 10.00 am, unless a genuine emergency arises later.

TEST RESULTS

Test results can be obtained by calling reception. Please remember that results take a little time to reach us, so please do not call before you have been asked to do so. If you don't call for your results, please ask the Doctor for them at your next appointment.

Enquiries concerning tests ordered by the hospital should be addressed to the hospital, unless you are specifically asked by the hospital to contact us.

PATIENTS

All our patients are treated as individuals and partners in their health care, irrespective of ethnic origin or cultural and religious beliefs. We ask that you treat the staff at Woodlea House Surgery with the same courtesy and respect.

SERVICES

Please ask at reception for a copy of our practice leaflet. This gives details of all our services.

FURTHER TREATMENT/SECOND OPINIONS

If we feel that you require a second opinion or treatment unavailable at our practice, we will assist you in achieving this. We ask you not to arrange a specialist appointment without first discussing the matter fully with a Doctor.

PATIENT PARTICIPATION GROUP

If you would like to join our Patient Participation Group (PPG), please ask at reception or visit our website where you will find lots of information and our latest reports