

With these rights come responsibilities and for the patients this means:

- Courtesy to the staff at all times - remember they are working under the doctors' directions.
- **Violent and abusive patients will be reported to the Police and removed from the Practice List.**
- Responding in a positive way to questions asked by the reception staff.
- To attend appointments on time or give the practice adequate notice that they wish to cancel. YOU CAN RING THE AUTOMATED APPOINTMENT CANCELLATION LINE TO DO THIS **01924 767 098**. We are a very busy Practice and could offer the appointment to another patient. Patients who continually do not attend appointments that they have booked we will write to reminding them of our policy.
If Patients continue this will result in removal from our Practice List.
- An appointment is for **one person only** - where another member of the family needs to be seen or discussed, another appointment should be made as this would inconvenience other patients who are waiting for their booked appointment. In addition this would delay the Doctor who has other duties to perform following their surgery's.
- You should endeavour to arrive before the start time of your appointment in order that we can book you in at reception. If you arrive more **than 10 minutes late** for your appointment with the Doctor this may result in you having to book another appointment.

- Patients should make every effort when consulting the surgery to make best use of nursing and medical time - home visits should be medically justifiable and not requested for social convenience.
- It is your responsibility to request your medications in time. We ask our patients to give 48 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. **Call the Practice number 01924 767 101** for information about hours services.

NHS 111 is the new number to call when you need medical help fast but is not a 999 emergency. To find out more ask our receptionists or log on to www.nhs.uk/111



North Kirklees Walk-in-Centre
Via the Accident and Emergency Department
Dewsbury District Hospital
Halifax Road, Dewsbury. WF13 4HS
TEL: 01924 816200/816201



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PATIENT CHARTER



North Road Suite

RAVENSTHORPE HEALTH CENTRE



Providing NHS services

Dr N Chandra & Partners
Ravensthorpe Health Centre
Netherfield Road,
Ravensthorpe,
Dewsbury
WF13 3JY

Tel: 01924 767 101

24/7 Appointment cancellation Direct line

01924 767 098

Fax: 01924 452998

Web-site:

www.northroadsuite.gpsurgery.net

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1st Floor Ravensthorpe Health Centre, Netherfield Road, Ravensthorpe, Dewsbury WF13 3JY

Tel: 01924 01924 767101

Fax: 01924 452998

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

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

Practice Leaflet:

All new patients will receive a copy of our practice leaflet and copies will be displayed at the reception desk. We would ask that you study the leaflet carefully as it will provide you with valuable information on how to access our services along with other useful contact numbers.

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.

Patients' rights to General/Private Medical Services:

Patients have the rights to:

- be registered with a General Practice
- change doctor if desired
- be offered a health check on joining the practice
- receive emergency care at any time from the practice
- receive appropriate drugs and medicines
- be referred for specialist or second opinion if they and the GP agrees
- have the right to view their medical records, subject to the Acts and to know that those working for the NHS are under legal obligation to keep the contents confidential.

Repeat Prescriptions: Our Doctors periodically review your medication and may decide that they wish you to undergo routine tests for example blood test or BP checks. We require 48 hours notice for repeat medication requests, please see the information for collection times in the patient reception area or check the practice leaflet. There are a number of chemists who offer an ordering and collection service, please ask one of our receptionists for details, alternatively you can ask at one of the local chemists in the area.

Referrals: We offer our Patients referrals through 'Chose and Book' wherever possible to provide both choice and speed. Urgent referrals to other health and social care agencies will be made within one working day of the patient consultation. For non 'Choice and Book' and non-urgent referrals we will normally process within five working days.

Test Results: When a doctor or nurse arranges for a test to be taken your test results will be with the Doctor approx 7 to 10 working days after your test. The doctor will view the results and take the appropriate actions. You can telephone the surgery to see if your results are with us; please do so after 10.30a.m. Our receptionists cannot give you the results unless instructed to do so by the Doctor.

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. All of our Practice Staff have signed Confidentiality Agreements as part of their Contracts of Employment. You can obtain a separate leaflet from Reception entitled 'Privacy and Data Sharing' which details how information is collected, processed and stored.

Appointments:

With a Doctor: For routine consultations we will endeavour to offer patients an appointment within **TWO** 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 endeavour to offer an appointment within five working days.

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.

Out of Hours Emergencies: Out-of-hours calls (e.g. evenings; nights & weekends) **NHS 111** is the new number to call when you need medical help fast but is not a 999 emergency. To find out more log on to www.nhs.uk/111. **Calls are free from Mobiles and Landlines.** Our Practice answer machine has a recorded message which tells you what to do when the Practice is closed.

Waiting Times: Surgeries will normally start on time. We expect patients to be seen within **twenty** minutes of their appointment time, and in the event of a delay we will offer an explanation. If a doctor is delayed arriving at surgery or is called away on an emergency we will inform the patients and give them an opportunity to book an alternative appointment, or if preferred, to be seen by another doctor if at all possible.

Changes to Procedures: When changes are introduced to practice procedures that affect patients, we will ensure that these are clearly explained, by means of the Practice Leaflet; waiting room notice board or individual leaflets, giving as much notice as practicable. We work in Partnership with our Patient Participation Groups and you can find details on our website.