

PRACTICE CHARTER

SEPTEMBER 2023

What you can expect

Patients, you ...

- have a right register at 168 Medical if you live within the catchment area.
- will have a named accountable General Practitioner (GP) to oversee your medical care.
- will be treated with dignity and respect.
- will receive privacy and confidentiality.
- will be able to request appointments through askmyGP or by telephone.
- will be able to access your personal medical record online via the NHS App.
- will be able to request face to face, video calls, and telephone or email consultations.
- will be issued with repeat prescriptions within 72 hours.
- will have access to disabled and baby changing facilities.
- will have access to a chaperone should you wish.
- will have access to a translator service should you need.
- will have your concerns, suggestions and complaints listened to and acted upon in accordance with our practice procedures.
- will be able to make complaints by emailing:
bnssg.168enquiries@nhs.net using the forms on our website/ asking for a copy of the form at Reception.

What is expected of you

Patients, you...

- are expected to be always respectful to all members of staff. Abuse of any kind will not be tolerated.
- are expected to be considerate to all patients and their carers when visiting the practice.
- are expected to respond in a positive and polite way to all questions asked by Telephone and Reception staff.
- are expected to arrive on time for your appointment. If you are late, the practice reserves the right to rebook your appointment for another day.
- are expected to notify the practice if you are unable to attend an appointment.
- are expected to use one appointment per person. If other family members require a consultation, then they must have separate appointments.
- are expected to provide up to date contact details. Including changes of name, address, telephone number etc
- are expected to turn your mobile telephone off when in a consultation.
- are expected to park sensibly, using the car park and to be considerate to residents who live close to the practice.