

Patient Information

Tuesday, 01 April 2008

Last Updated Tuesday, 22 April 2008

Registration

All newly registered patients will be asked to complete a simple questionnaire and invited to attend for a 'new patient' assessment. Please bring your medical card with you if possible.

Telephone Advice

Doctors are usually available for telephone advice between 10.45am - 11.00am, however you may be asked to leave your details and a doctor will contact you. At other times they may be busy and interruptions during surgery are upsetting for both doctors and patients. Matters of any urgent nature can be taken at any time and passed to the 'on call' doctor.

Test Result Service

Your doctor or nurse will advise you as to how to obtain your x-ray or laboratory test results. You may be asked to telephone the practice at a specific time in order to speak to your doctor, to make another appointment or the doctor may contact you directly. Results can only be given to the patient.

Change of Personal Details

Please keep us informed of any change of name, address or telephone number. It will help us to ensure that we can reach you when necessary. Reception will be happy to help you.

Complaints

The practice is keen to hear comments and suggestions. Any complaint should be addressed to the Practice Manager who will follow a laid down procedure of enquiry, a copy of which is available from reception.

Confidentiality

Access to your personal details is strictly governed by our policy on confidentiality. The Data Protection Act ensures that procedures are followed with regard to data held on computer.

Access to Medical Records

Under the Access to Health Records Act 1990, patients may have access to their medical records. Further details are available from the Practice Manager.

Your Rights and Responsibilities - Help Us to Help You

We will treat you with respect as an individual and give you the best care we can provide. We ask you to be polite to our staff and us and arrive on time for your appointment. We ask you to respect both patients and staff in regard to race, gender and disability.

You will have an officially registered doctor but are free to see any doctor in the Practice. It makes sense to stay with one doctor for one illness as far as possible.

Where possible you should come to be seen at the surgery as this allows us to provide more appointments.

Please notify us as soon as possible if you change your name, address or telephone number.