

How you can arrange to see your own records

Everyone has the right to see the information that is kept in their medical records. If you want to see them, you should make a request at reception. We are normally obliged to let you see the information and also to explain any part of the record which you do not understand.

You are also entitled to receive a copy of the information you have seen. Please note that there is a charge for this. See Non-NHS fees leaflet.

Should your doctor decide that seeing your records might put your health at risk, you may only be shown part of them.

Your responsibilities to us

All patients:

- **We** ask that you treat the doctors and practice staff with courtesy and respect. Abusive or threatening behaviour will not be tolerated and will result in removal from the service and if registered with one of our GP practices, removal from our list.
- **Please** let us know if you change your name, address or telephone number.
- **Please** do everything you can to keep appointments. Tell us as soon as possible if you cannot; give 24 hours' notice if possible.
- **If** you are referred for a hospital outpatient appointment – please keep it or if you cannot, inform the hospital NOT the surgery as soon as possible. It is also very important to tell the hospital of your new address if you are on a waiting list for an operation.
- **Please** ask for home visits by the doctor only when the person is too ill to visit surgery.

Patients Charter

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stgeorgesmedicalcentre.com



These are the standards set within this practice for the benefit of our patients. It is our job to give you treatment and advice. Following discussion with you, you will receive the most appropriate care, given by suitably qualified people. No care or treatment will be given without your informed consent. In the interest of your health, it is important for you to understand all the information given to you. Please ask questions if you are unsure of anything.

Our Responsibilities to you

We will endeavour to treat you with courtesy, respect and sensitivity at all times. Patients will be treated as individuals and partners in their health care, irrespective of their ethnic origin, religious and cultural beliefs, gender, social class, disability or age.

We strive to maintain the highest standards of medical practice at all times. The doctors and health professionals concerned maintain these standards through continuing audit of your care and through professional learning.

Complaints and Suggestions

We shall give you a full and prompt reply to any complaints you make about the service we provide and try and change the way we work if this would improve care or standards to you and others. In the event of a complaint, patients have access to the Practice's Com-plaints' Procedure. This can be accessed via reception or the practice's website.

Waiting time

We run an appointment system at this practice. You will be given a time at which the doctor or nurse hopes

to be able to see you. In the event of a delay we will offer you an explanation for the delay.

Access

You will have access to a doctor rapidly in the case of an emergency. We will arrange a home visit as appropriate for those who are too ill or infirm to be brought to the surgery. We offer all patients access to a doctor although it will not always be possible to offer an appointment with the doctor of your choice. You will be referred for appropriate investigations, consultant opinions and care at a hospital or clinic when both you and the doctor treating you agree it is necessary and would be of benefit.

Telephone

We will try to answer the telephone promptly and ensure that there are sufficient staff members available to do this.

Test results

If you have undergone tests = ordered by the practice we will follow up any abnormal results and treat as necessary.

Information

We will give you full information about the services we offer. Every effort will be made to ensure that you receive the information which directly affects your health and the care being offered.

Health promotion

The practice will offer patients advice and information on steps they can take to promote good health and

avoid illness and self-help which can be undertaken without reference to a doctor in the case of minor ailments. The Nurses are happy to discuss health promotion with any interested patients.

Medical records

Information contained in your health records is kept confidential at all times and only disclosed to others for purposes related to your health care (except when you have given permission).

However, NHS auditors have a duty to carry out routine checks of practice records from time to time, to determine if claims for payment by the practice have been made correctly. In the course of these checks, it may be necessary to verify details from patient records. Such checks are undertaken in accordance with strict guidelines.

Everyone working in the NHS has a legal duty to keep information about you confidential.

If you have any concerns or objections about your records being inspected for any purpose, please notify us. Your wishes will be respected.

Keeping your records confidential

Your doctors, their staff and everyone else working for the NHS have a legal duty to maintain the highest level of confidentiality about patient information.

Our guiding principle is that we are holding your records in strict confidence.

Copies of letters about you

Please ask if you wish to have a copy of a letter written about you, by your GP, to another clinician (e.g. referral letter).