

## STOCK SURGERY

### YOU AND YOUR GENERAL PRACTICE - THE PATIENT CHARTER

The care of your health is a partnership between the Patient and the Practice Team. You have a right to expect a high standard of care from our Practice, and we will try at all times to provide the very best care possible within the resources available. Following discussion you will receive the most appropriate care for your needs, delivered by suitably qualified people. No care or treatment will be given without your informed consent. In the interest of your health, it is important that you understand all the information given to you.

Our responsibilities to you:

- You can expect to be greeted in a friendly and welcoming manner and be treated with courtesy by everyone working at the practice.
- You can expect clean, comfortable and accessible premises with facilities for children and disabled persons.
- You can expect confidentiality to be always maintained by all staff employed by the practice.
- Patients with urgent problems will be seen the same day and there will always be a duty doctor available quickly in case of emergency.
- Routine appointments will usually be available within 2 days with any doctor. If you wish to be seen by a particular doctor it might be necessary to wait a little longer.
- We aim for you to be seen as close to your appointment as possible. Where a delay is likely we will do our best to keep you informed.
- Repeat prescriptions received will normally be available for collection after 2 working days. ***Please assist the dispensary staff by ordering your repeat medication in good time.***
- All referrals to other services are generally sent within 2 working days.
- You can expect to be offered advice about how to stay healthy and avoid illness, and advice about self-help for minor illness.
- Complaints will be dealt with using our in-house complaints procedure, details of which are available by speaking to the Reception team.

Your responsibilities as a patient:

- You should extend the same courtesy and politeness to surgery staff as you can expect to receive.
- You should attend the surgery whenever possible, as home visits are for the housebound or seriously ill. Should you need to request a home visit, please contact the surgery (if possible) before 10 am.
- You are responsible for keeping your booked appointments or giving adequate notice that you wish to cancel so that the appointment can be made available for someone else.

- You can support the practice to work more efficiently by using the NHS App or the surgery website to book or cancel appointments, order repeat prescriptions, and see test results online.
- You are responsible for providing up-to-date information about any changes to your contact information, e.g. new mobile phone numbers or email addresses.
- Ultimately, you are responsible for your own health, and you should seek to maintain, with our help and advice, a healthy lifestyle.

#### The Patient Charter – June 2025

This guide tells you what to expect from your general practice and how you can help them, so that you can get the best from the National Health Service. More details can be found at the link below:

[NHS England » You and your general practice – English](#)