

## **LLYNYFRAN SURGERY: PATIENT CHARTER**

**The Patients' Charter has now been extended to Primary Care and we aim to provide all our patients with a high quality service to meet your health care needs.**

### **What we will provide:**

A wide range of medical services of high standards which are easily accessible.

Sufficient surgery times for the need of all our patients.

To offer an appointment with the doctor of your choice, subject to availability, for non urgent problems.

Full information about our services and the way they are organised.

Privacy during consultations, confidential record keeping and respect for your opinion about the treatment we offer.

To maintain your confidentiality and not disclose information to a third party without your consent. This includes not releasing results by telephone to another person without prior consent from you.

To continue the training and education of both our staff and ourselves as clinicians so that we may remain up to date in knowledge and skills and are able to maintain the level of care we offer.

To process repeat prescriptions within 48 hours.

A sensitive and quick response to any complaint about our service.

Not to allow prejudice against anyone on the basis of their gender, disabilities, age, race or religion.

### **What we expect from patients:**

To treat the doctors and staff with the same courtesy and respect you would wish to be shown to you.

Responsible use of our services, both during the day and out of hours.

Respect the needs of others patients eg by keeping appointments for those who work during the day.

To be punctual for appointments and let us know in good time if you are unable to attend.

That our premises are treated with respect.

To act upon the advice of the health professionals and take medication as prescribed.

We reserve the right to refuse treatment for patients who are abusive.

**WE WILL NOT TOLERATE VERBAL ABUSE OR VIOLENCE OF ANY KIND TOWARDS ANY PRACTICE PARTNER OR MEMBER OF STAFF.**