**HILLSWICK HEALTH CENTRE**

**PRACTICE CHARTER**

This Charter explains the standards you can normally expect from us and it gives advice on how you can get the best out of our service.

# **PRACTICE PHILOSOPHY**

**“In this practice we aim to provide you with the best possible treatment and advice at all times and to help you to keep healthy”.**

The care of your health is a ***partnership*** between you and us. The success of that partnership depends on a number of factors:

1. Establishing a shared responsibility to prevent problems before they occur, rather than trying to put them right later.
2. Having a clear understanding of each other’s needs.
3. Developing regular feedback on how you feel about our services.
4. Mutual respect and trust.

Only by such co-operation will we be able to improve our services and achieve the ultimate goal of a healthier community.

# **OUR RESPONSIBILITIES TO YOU**

At the Hillswick Health Centre:

* You will be greeted in a friendly welcoming manner by all members of practice staff.
* You have a right to confidentiality. Your records will, of course, be kept confidential, except in certain circs eg during referrals to other practitioners, insurance medicals and referral to hospital (See your personal Health Information below)
* We will try to meet your requests for appointments at times to suit your convenience. We do not expect you to wait longer than **24 hours** for a routine appointment, unless you wish to see a particular doctor.
* If you need to see a doctor urgently due a potentially life threatening condition you will be offered an emergency appointment **right away**.
* In an emergency during out of hours you should phone 999 and also contact **the Surgery** on 503277 if you can.
* You have a right to information and answers to questions about your own health, in particular:
* . Any illness and its treatment
* . Alternative forms of treatment
* . Possible side effects
* . Likelihood of recovery
* . Prevention and avoidance of illness recurring
* . If you don’t understand what the doctor tells you – PLEASE ASK!
* Under the terms and conditions of the Data Protection Act patients can request to see their medical records; however, they must do so in writing. An appointment may be made with a Doctor and the records will be explained. The Doctor has the right to withhold any part of these records that they feel may be detrimental to that patient’s health. Records held on the computer will also be explained
* If you have undergone tests or x-rays, you can enquire at our reception where, depending on the result, you will either be informed of the result, given an appointment to see the doctor or asked to contact the doctor again.
* It is the patients right to complete confidentiality within the surgery (this includes children from 10 years upwards). In order to ensure confidentiality ONLY the patient or a person named by them will be given any results or information by telephone or in the surgery from. If a patient wishes they may have someone accompany them during a consultation. In order to protect patient confidentiality we cannot pass on information or discuss patients with friends/relatives unless authorised to do so by the patient or by law unless a Mandate is held at the Practice.
* You will usually be seen within 30 minutes of your appointment time. If, for any reason, there is a delay you will be given an apology and an explanation of the reason. The only exception is if the doctor is called out during surgery on an emergency.
* Requests for repeat prescriptions, where agreed by the doctor, will be ready for collection within 24-48 hours. It would be helpful to give us **24-48 hours** notice for prescriptions.
* Referral letters to hospital or others will be dispatched within 2 days of referral having been agreed between you and your doctor.
* We have the right to decline treatment to patients if we think this will be harmful to their health.
* You may ask for a second opinion from a different GP within the Practice if you feel that the treatment / explanation offered to you did not meet your expectations.
* We undertake to provide a comprehensive programme of health promotion, Health Improveent and education. We will advise you of steps you can take to promote good health and avoid illness and self help for minor ailments.

## **HELP US TO HELP YOU**

To enable us to give you the best possible service we ask you to note the following:

* Please do everything you can to keep your appointment or, if for any reason you cannot attend, please give us as much notice as possible.
* Please remember an appointment is for one person only. Please make a separate appointment for each person needing to be seen.
* Please try to attend the Health Centre whenever possible. A doctor may see many more patients there than when out visiting, and requests for house visits are at the discretion of the doctor.
* Please inform us of any change in your address or telephone number. This will help if we need to contact you and may help avoid missing an appointment.
* Remember – you are largely responsible for your own health and it is up to you to take the advice and action recommended to you.
* Patients have the right to request an appointment with the Doctor of their choice, however, if an emergency appointment is requested they must accept that it may not be with their preferred Doctor.

**Important**

* Patients have the right to courteous and polite behaviour from all staff. Equally all staff have the right to courteous and polite behaviour from all patients.
* If you as a patient become violent, aggressive or abusive to the Clinical Staff, the Practice Staff or any person present within the Practice premises or boundaries the GP’s will have no other option but to remove you from their list. There will also be the possibility of Police intervention.
* **Please note that any patient found to have posted defamatory or derogatory comments relating to the Hillswick Surgery, or members of Practice staff, on social networking sites will be given a warning and may be removed from the practice list. Patients posting comments relating to the Practice will be reported to the appropriate social networking site.**

Yours views on the quality and type of services, provided by the Surgery and by other health service facilities are welcome. If you wish to put forward any comments or suggestions, please contact any member of staff. A suggestion box is placed in the health centre for your comments.

Whilst we try, at all times, to deliver the best service possible there may be occasions when you feel the service is not of the standard you expect. We operate a practice based complaints system and if you wish to make a complaint please contact, either in writing or by telephone to Dr S J Bowie or Julie Peterson. .

#### ****Your Personal Health Information****

To provide you, the patient, with the care you need, we, the Practice, hold the details of your consultations, illnesses, tests, prescriptions and other treatments that have been recorded by everyone involved in your care and treatment eg GP, Practice Nurse, Health Visitor, Midwife etc. This information may be stored on paper or electronically on computer files.

We, the Practice, sometimes disclose some of your personal health information with other organisations involved in your care, eg, when your GP refers you to a specialist at the hospital. Our Practice also participates in Regional and National programmes such as the Cervical Cytology Screening Service and your name and address, date of birth and NHS number will be given to them in order to send an invitation to you.

We need to use some of your personal health information for administrative purposes. In order to receive payment for services provided to you, we have to disclose basic details about you to the NHS Board responsible for this area and to the Common Services Agency for the Scottish Health Service. These organisations have a role in protecting public funds and are authorised to check that payments are being made properly. We are required to co-operate with these checks and the disclosure of your data is a necessary part of our provision of healthcare services.

Sometimes we may participate in studies that are designed to improve the way services are provided to you or to check that our performance meets required standards and benchmarks. Whenever we take part in activities such as these, we will ensure that as far as possible any details that may identify you are not disclosed.

Where you need a service jointly provided with a local authority we will seek your permission before giving them your details.

Sometimes we are required by law to pass on information eg the notification of births and deaths and certain diseases or crimes to Government departments.

Our use of your personal health information is covered by a duty of confidentiality and is regulated by the Data Protection Act. The Data Protection Act gives you a number of rights in relation to how your personal information is used, including a right to access the information we hold about you.

Everyone working for the NHS has a legal duty to keep information about you confidential and adheres to a code of practice on protecting patient confidentiality. Further information on this can be found in the document by NHS Scotland – NHS Code of Practice on Protecting Patient Confidentiality. Anyone who receives information from us is also under a legal duty to keep it confidential.

If you have any queries or concerns on how we use your personal health information or would like to access your information, please contact **Julie Peterson.**

 **“We are committed to giving you the best possible service.**

**This will be achieved by working together.”**