

## Our Responsibilities to You

- We shall treat each of our patients with courtesy. All doctors, nurses and other staff have been trained to deal with your inquiries.
- We shall respect your confidentiality. Your medical records will be kept secure and private. Our staff are bound by confidentiality agreements.
- Your medical records will be stored in both paper and computerised form. These records will be available to your doctor and appropriate clinical and administration staff. None of your private medical records will be disclosed to third parties without your express permission.
- Clinical data may be used for local or national statistical purposes and when information is shared in this way, it will not identify you as a patient.
- We shall let you have access to your records within the limitations of the law.
- We shall give you an appointment the same day if you are considered to have an urgent problem.
- If you have a non-urgent problem, you will normally be able to see a doctor or nurse within two days.
- If you wish to see a preferred practitioner we will try to accommodate your request, subject to the availability of the doctor or nurse in question.
- We shall endeavour to keep waiting times at the surgery to a minimum. We shall tell you if your booked appointment time is delayed by more than 30 minutes.
- We shall offer immunisations to all children.
- We shall offer all new patients a health check with the health care support worker.
- Your repeat prescriptions will be ready within 48 hours (i.e. 2 working days).
- We shall let you have a full and prompt reply to a written complaint within 14 days.
- If we refer you to a hospital or clinic for treatment, we shall deal with this promptly. We shall advise you about how you will be told of the outcome.