

Out of Hours Emergencies

We will do everything possible to make sure our system for contacting the duty doctor is easy to follow, reliable and effective.

Waiting Times

- Surgeries will normally start on time.
- We expect patients to be seen within **20** minutes of their appointment time, and in the event of a delay we will offer an explanation.
- When a doctor is called away on an emergency, we will let patients know and give them an opportunity to book an alternative appointment, or if preferred, to be seen by another doctor.

With these rights come responsibilities. For patients this means:

- Showing courtesy to the staff at all times - remember they are working under doctors' orders.
- Responding in a positive way to questions asked by reception staff.
- Attending appointments on time or giving the practice a fair amount of notice that they wish to cancel. Someone else could use your appointment!
- An appointment is for one person only - where another member of the family needs to be seen or discussed, another appointment should be made and the Medical Record be made available.
- Patients should make every effort when consulting the surgery to make best use of nursing and medical time - home visits should be for medical reasons only and not for ease or convenience.
- When patients are asked to give 48-hours' notice for repeat prescriptions, please give us this time, as it is to allow for accurate prescribing.
- Out-of-hours calls (e.g. evenings; nights & weekends) should only be requested if they are felt to be truly necessary.



Patients' Charter

Dr A Richardson
Registered in London
Qualifications Bsc MBBS MRCGP

Dr S Hoberg
Registered 2000 Hanover Germany
Qualification MRCGP DFFP LoCUIT LoCSDI

Dr R Chhania
Registered 2001 - Southampton
Qualifications BM, MRCP, MRCGP

Dr L Burrows
Registered 2008 - southampton
Qualifications BM, BSc (Hons), MRCGP, DRCOG

Dr J Vanner
Registered Southampton 2009
Qualifications BM, Bsc, MRCGP, DCH

Dr C Tilley
Registered Leeds 2010
Qualifications: MBChB MRCGP

**ALL MEMBERS OF THE SURGERY TEAM ARE
DEDICATED TO A QUALITY POLICY TO ACHIEVE HEALTH SERVICES THAT
MEET THE PATIENT'S REQUIREMENTS.**

Practice Leaflet

All new patients will receive a copy of our practice leaflet, and copies will be available at reception or from the practice website

Surgery Premises

Our surgery building will be welcoming, easy for patients to find their way around and appropriate to the needs of users, including the disabled where possible.

Patients' Rights to General Medical Services

Patients have the right to:

- Be registered with a General Practitioner (GP)
- Change their GP if desired
- Be offered a health check on joining the practice
- Receive urgent care at any time from the practice
- Receive appropriate drugs and medicines
- Be referred for specialist or second opinion if they and their GP agree
- View their medical records, subject to the Acts and associated procedure, and to know all NHS employees are legally obliged to keep the contents of their records confidential.

Changes to Procedures

When changes are introduced to practice procedures that affect patients, we will make sure these are clearly explained using brochures, waiting room noticeboards or individual leaflets, giving as much notice as possible.

Repeat Prescriptions

To ensure the best possible knowledge of your personal health, these will be signed by your usual GP wherever possible.

Referrals

- Urgent referrals to other health and social care agencies will be made within one working day of the patient appointment. Where requested, our GPs will refer you to a private health provider.
- We will normally process non-urgent referrals within five working days of the patient appointment or the doctor's decision to refer.

Test Results

When a doctor or nurse arranges for a test to be taken, the patient will be told how to obtain the result. (Results are normally available after 10am the following day)

Transfer of Medical Records

The Practice will do their best to dispatch medical records required by the Health Authority within seven working days, or on the same day if the request is urgent.

**** We will respect patients' privacy, dignity and confidentiality at all times ****

Appointments

With a Doctor: For routine consultations, we will do our best to offer patients an appointment within **7** working days of the request. For medically urgent requests, we will offer an appointment on the same day.

With a Practice Nurse: For routine appointments, we will offer an appointment within five working days. If there is a delay in the appointment wait (when you arrive) of more than 20 minutes, we will let you know. We are happy to update you on any delay situation if you feel that you have been waiting too long.

Home Visits: We are unable to guarantee a specific doctor will visit you, as this depends on availability and other factors. The decision to home visit will be at the doctors' discretion.