

PATIENT CHARTER



Together we work better



Introduction

A Patient Charter is a simple reciprocal promise between a GP surgery and its patients about behaviour and expectation.

All of us at Longcroft Clinic are committed to ensuring the best possible experience for those who engage with our services. In addition, those delivering these services need to be assured that they will also be treated with dignity and respect, and this charter explains how, working together, we can achieve these aims and build robust and effective relationships.

Longcroft Clinic will aim to:

1. Allow all patients to easily and equitably access our healthcare services during normal opening hours (**8.00am to 6.30pm, Monday to Friday**) through using the NHS App, online forms, telephone or visiting the surgery.
- Consider your request within one working day and, as appropriate, arrange an appointment that is safe and reasonable for your situation.
- Accommodate a request for a particular clinician – accepting this may cause a delay.
- Investigate and meet specific needs if required – for instance: accessible room, interpreter, longer appointment.
- Keep your information safe, secure and confidential.
- Keep systems up to date to ensure that other NHS clinicians directly involved in your care can access your GP records. Community pharmacists will also be able to send a summary of consultations straight into your GP record, so your GP team can see what treatment you have already had.
- Treat you with courtesy and respect always regardless of your age, sex, religion, race, sexuality, or the nature of your problem.
- Refer you to the hospital or service you would like to go to (if necessary). You can get further information on your right to choose on the nhs.uk website.

PATIENT CHARTER

- Establish an effective out of hours service. If you need urgent help for your physical or mental health when the general practice is closed, and you cannot wait until they are open, go online to 111.nhs.uk or call **111**. They will tell you what to do next. If it is a serious or life-threatening emergency, go straight to **A&E** (Accident and Emergency) or call **999**.
- 2 Follow published procedures for complaints (procedure on website [Home - Longcroft Clinic](#)). If you do not feel comfortable doing this, contact your
- 3 integrated care board (ICB) – the local NHS body that oversees GPs practices. From April 1st there will be a joint Surrey and Sussex ICB Please refer to [NHS England website](#) for more information. You can also give feedback about the practice to Surrey Healthwatch. Their job is to ensure NHS leaders and other decision makers hear your voice and use your feedback to improve care. Healthwatch is independent and impartial, and any information you share with them is confidential. Surrey Healthwatch can be contacted here: <https://www.healthwatchesurrey.co.uk/>.
- 4 Welcome suggestions for improvement through contacting the Practice Manager or the Patients' Participation Group (PPG)
- 5 Work with the PPG to maintain open and transparent communication links and ongoing improvement.
- 6 Keep the website up to date.

Patients are asked to:

- 1 Treat staff with courtesy and respect – there is a zero-tolerance policy for rudeness and abusive behaviour. You may be removed from our list for inappropriate behaviour.
- 2 Attend appointments promptly or cancel as soon as inability to attend is known.
- 3 Advise the receptionist of any special arrangements required.
- 4 Use services responsibly e.g. request appointments only for genuine medical concerns, engage with remote appointments, do not request a home visit unless there is a genuine need.
- 5 Respect other patients.
- 6 Request repeat prescriptions with the appropriate notice.
- 7 Use the website – much useful information is detailed there. ([Home - Longcroft Clinic](#))
- 8 Inform the practice if you are unhappy with your care or if something has gone wrong – ask how it can be resolved and use the Complaints procedure as

PATIENT CHARTER

appropriate. Even when something goes wrong, the aim is for everyone to stay calm, talk kindly, and work together to sort out the problem.

- 9 Respect surgery premises and property.
- 10 Consider becoming involved with the Patients' Participation Group and how you can help to support Longcroft Clinic – further information is available on the website.

Right to register

You have the right to register with a GP practice if you live in its area, and they should usually say yes unless there is a clear, fair reason not to (for example, you live too far away, or the list is formally closed).

You do not need ID, or proof of address to register with or see a GP although it will help the practice if you can provide these. Homelessness does not preclude registering with us.

We can refuse to register you, but we must write to you within 14 days and explain the reason. We can only say no for a good reason. If you are unhappy with our decision you can either use the Longcroft Complaints process or contact NHS England by email (for the attention of the complaints manager in the subject line) or by phone: 0300 311 2233 (Telephone Interpreter Service available)

The charter is meant to make things transparent for both staff and patients so that general practice feels safe, fair, and easy to use for children, adults, carers, and families.