



YOU AND YOUR GP WORKING TOGETHER

OUR COMMITMENT TO YOU:

As your GP Practice we will treat you with respect, dignity and courtesy regardless of age, gender, race, religion, disability or sexual orientation.

Maintain confidentiality and privacy in all interactions and data handling.

Offer timely access to appropriate care and services, including urgent and routine appointments.

Provide clear and relevant information to help you make informed decisions about your health and treatment.

Ensure our premises are clean, safe and accessible.

Continuously improve our services based on patient feedback and best practice.

WHAT WE ASK OF YOU:

Treat all practice staff and other patients with respect and courtesy.

Attend appointments on time or inform us promptly if they need to be cancelled or rearranged.

Use emergency and urgent services appropriately.

Provide accurate and up to date information about your health and contact details.

Follow the prescribed treatment plan and advice and tell us if there are any concerns or difficulties.

Refrain from aggressive, violent or abusive behaviour.

Participate in your care as an equal partner.

A QUICK GUIDE FOR OUR PATIENTS

What You Can Expect (Your Rights)

Contacting us

We are open from 8.00 to 18.30 (Mon-Fri). You can contact us ideally online via our website www.brockwoodmedicalpractice.nhs.net or via the NHS App, by phone, or in person.

Appointments

All medical requests are handled through a triage system regardless of how they are requested. For urgent requests we will contact you the same day. For non urgent requests we will aim to contact you within 2 working days. We may contact you by phone, SMS, email and/or NHS App.

We will ask for some information on the problem so we can direct you to the most appropriate clinician.

We may refer you to a local pharmacy who can manage your condition or you can self-refer. Please visit the website for more information [How pharmacies can help - NHS](#).

Non medical requests such as information about referrals are handled by our Administration Team.

Accessing our Service Online

The online 'Medical Request' form for appointment or medical advice is open between 8am-5.30pm. Between 5.30pm & 6.30pm, please ring the practice if you require immediate attention.

To request a **routine, non-urgent appointment** or for any other Admin queries (such as test results, Fit note, repeat prescriptions requests) use the 'I have an admin or routine care request' form which is available **24/7** with a response within 3 working days. Please do NOT use admin forms for URGENT or same day medical advice.

Home Visits

We offer home visits for patients who are housebound or too unwell to attend the practice. You may be contacted by the Practice to discuss the request. We may also refer you to the Community Visiting Service or Medical Team to help you, they may also phone you. We ask that requests for a visit are made as early as possible in the day. Visit requests after 12.30pm are difficult to organise and may be offered the following day if medically appropriate.

When we are closed

Urgent non life threatening medical issues contact NHS 111 online or call 111
Emergency life threatening call 999 or visit A&E

Patient Registrations

No ID/proof of address is needed. No patient will be refused based on immigration status or protected characteristics. We will accept all patients who are within our practice boundary.

All patients are allocated a 'usual GP' but you can see any GP at the Practice.

If you are away from home (24hr-3mth) you can register temporarily with another GP and pharmacy.

Repeat Prescriptions

You can order repeat prescriptions via the NHS App or website. We do not take prescription requests over the phone.

Please allow 3 working days for your prescription to be issued by the Practice. This does not include pharmacy time when collecting medication.

Non NHS Services

GP services are free but we do some private work that may incur a fee (insurance forms, medicals for HGV, vaccination certificates).

NHS App

In your NHS App you can:

- Find NHS services near to you
- View your GP health record
- Order repeat medication
- View your appointments
- Use NHS 111 online

How you can Help

Be Ready

Think about what you want from your appointment before you attend.

Clinicians only have 10mins to take a history, examine you and make a plan or diagnosis. Bringing more than 1 problem to an appointment increases the risk of mistakes with your care.

Be On Time

Arrive promptly or cancel if you can't attend.

Patient Participation Group (PPG)

Join our PPG to share ideas and find out how we can work together. You can join our PPG by completing your details on our website [Join our Patient Participation Group \(PPG\) - Brockwood Medical Practice](#) or by letting a member of staff know.

Use Services Wisely

Use the NHS App for bookings, prescriptions and results. Don't forget to turn on notifications so you don't miss any messages.

Only order the medication you need.

Feedback & Concerns

We welcome all feedback to help us improve. If you wish to leave feedback you can do so via our website <https://www.brockwoodmedicalpractice.nhs.uk/services/give-feedback-or-make-a-complaint/> or speak to a member of staff.

