

**With these rights come responsibilities and for our patients this means:**

- Courtesy to all Derby Medical staff at all times - remember our staff are working under doctors' orders.
- Responding in a positive way to questions asked by the reception staff.
- To attend appointments on time or give the practice adequate notice that they wish to cancel.
- 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 medically justifiable and not requested for social convenience. When patients are asked to give 48 hours notice for repeat prescriptions, please give us this time as a minimum to allow for accurate prescribing.
- For out-of-hours services please see separate leaflet.



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## Patient Information Leaflet

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### A PRACTICE GUIDE TO THE PATIENT'S CHARTER





All members of the surgery primary care team are dedicated to a quality policy to achieve health services which meet the patient's requirements.

**Practice Leaflet:** All new patients will receive a copy of our practice leaflet and copies will be displayed at the reception desk.

**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.

#### **Patients' rights to General Medical Services**

Patients have the right to:

- Be registered with a Named General Practitioner
- Receive emergency care at any time from the practice
- Receive appropriate drugs and medicines
- Be referred for specialist or second opinion if they and the GP agrees
- Have the right to view their medical records, subject to the Acts and;
- To know that those working for the NHS are under legal obligation to keep the contents confidential

**Changes to Procedures:** When changes are introduced to practice procedures that affect patients, we will ensure that these are clearly explained by means of the waiting room notice screen, practice newsletter, or individual leaflets, giving as much notice as practicable.

**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 two working days of the patient consultation. Where requested, our GPs will refer you to a private health provider. We will normally process non-urgent referrals within five to seven working days of the patient consultation or the doctor's decision to refer.

**Transfer of Medical Records:** The Practice will endeavour to dispatch any medical record required by the Primary Care Support Services (PCSS) within seven working days and same day if the request is urgent.

**Privacy and Confidentiality:** We will respect our patients' privacy, dignity and confidentiality at all times. We ask you for personal information so that you can receive appropriate care and treatment. This information is recorded on computer and we are registered under the Data Protection Act. The practice will ensure that patient confidentiality is maintained at all times by all members of the practice team. However, for the effective functioning of a multidisciplinary team, it is sometimes necessary that medical information about you is shared between members of the team.

**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.

**Out of Hours Emergencies:** We will do everything possible to ensure that 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 twenty minutes of their appointment time, and in the event of a delay we will offer an explanation.
- When a doctor is called away in an emergency we will inform the patients and give them the opportunity to book an alternative appointment or, if preferred, to be seen by another doctor.