

You have the right:-

Please recognise that you can make a significant contribution to your own, and your family's, good health and wellbeing, and take personal responsibility for it.

- To accept or refuse treatment that is offered to you, and not to be given any physical examination or treatment unless you have given valid consent. If you do not have the capacity to do so, consent must be obtained from a person legally able to act on your behalf, or the treatment must be in your best interests.
- To be given information about the test and treatment options available to you, what they involve and their risks and benefits.
- Of access to your own health records and to have any factual inaccuracies corrected.
- To privacy and confidentiality and to expect your confidential information to be kept safe and secure.
- To choose your GP practice, and to be accepted by that practice unless there are reasonable grounds to refuse, in which case you will be informed of those reasons.
- To express a preference for using a particular doctor within your GP practice, and for the practice to try to comply.
- Your doctor may approve repeat prescriptions for your regular medication, information on how to order regular medication can be found online or via reception.

Patient Responsibilities :-

- Treat all staff and other patients with respect and recognise that violence or the causing of nuisance or disturbance on Tickhill and Colliery Medical Practice premises could result in prosecution. You should recognise that abusive and violent behaviour could result in you being refused access to NHS services.
- Respond positively to staff on reception.
- Provide accurate information about your health, condition and status.
- Inform the Medical Practice of any changes to your address or contact details.
- Keep appointments, or cancel within reasonable time. Receiving treatment within the maximum waiting times may be compromised unless you do.
- Follow the course of treatment which you have agreed, and talk to your clinician if you find this difficult.
- Understand that an appointment is for one person only, however you can be accompanied for support.
- Be a patient patient, some appointments may of necessity run over the 10 minutes allocated. If you cannot wait for a delayed appointment please let reception know and ask to be rebooked.
- Remember that requests for home visits must be medically justifiable.
- Give 2 working days for repeat prescriptions.

Patient Responsibilities continued:-

- Take advice from your Practice to prevent ill health whenever possible.
- Be aware that patients treated for Drug Addiction may be required to sign a Contract Agreement.
- Participate in important public health programmes such as vaccination.
- Ensure that those closest to you are aware of your wishes about organ donation.
- Give feedback – both positive and negative – about your experiences and the treatment and care you have received, including any adverse reactions you may have had. You can often provide feedback anonymously and giving feedback will not affect adversely your care or how you are treated. If a family member or someone you are a carer for is a patient and unable to provide feedback, you are encouraged to give feedback about their experiences on their behalf. Feedback will help to improve services for all.

Last reviewed March 2016

Next Review 2019

Referrals

Urgent referrals to other Health and Social Care agencies will normally be made within one working day of the patient consultation. If requested our GPS will refer you to a private health provider. Non Urgent referrals are normally processed within five working days of the patient consultation or the GPs decision to refer.

Complaint and redress - Your rights: You have the right to have any complaint you make about The Tickhill and Colliery Medical Practice acknowledged within three *working* days and to have it properly investigated.

You have the right to discuss the manner in which the complaint is to be handled, and to know the period within which the investigation is likely to be completed and the response sent.

You have the right to be kept informed of progress and to know the outcome of any investigation into your complaint, including an explanation of the conclusions and confirmation that any action needed in consequence of the complaint has been taken or is proposed to be taken.

You have the right to take your complaint to the independent Parliamentary and Health Service Ombudsman or Local Government Ombudsman, if you are not satisfied with the way your complaint has been dealt with by the NHS. You have the right to make a claim for judicial review if you think you have been directly affected by an unlawful act or decision of an NHS body or local authority.

Tickhill and Colliery Surgery pledges to:-

Provide convenient, easy access to services within the waiting times of 20 minutes past appointment time given, unless a clear reason is given to the patient as to why this is not possible.

- make decisions in a clear and transparent way, so that patients and the public can understand how services are planned and delivered
- Make the transition as smooth as possible when you are referred between services, and to put you, your family and carers at the centre of decisions that affect you or them.
- Ensure that you are treated with courtesy and you receive appropriate support throughout the handling of a complaint; and that the fact that you have complained will not adversely affect your future treatment.
- ensure that when mistakes happen or if you are harmed while receiving health care you receive an appropriate explanation and apology, delivered with sensitivity and recognition of the trauma you have experienced, and know that lessons will be learned to help avoid a similar incident occurring again
- ensure that the organisation learns lessons from complaints and claims and uses these to improve NHS services

The Tickhill and Colliery Medical Practice Patients Charter

This Patients Charter is based on the NHS Constitution. The Tickhill and Colliery Medical Practice accepts that all relevant parts of that constitution apply to their patients, staff and business.

Dr Kadambini Kumari MB BS MRCGP
Female qualified Patna India 1994

Dr Manjushree Pande MB BS MRCGP
Female qualified Nagpur India 1991

Dr Jennifer Collins MB BS MRCGP
Female qualified Sheffield 2009

Dr Hareen De Silva BSC MBBS MRCGP
Male qualified London England 2010

Dr Amy Eapen MB ChB MRCGP
Female qualified Sheffield 2016

The Tickhill and Colliery Surgeries provide a comprehensive service, available to all.

It is available to all irrespective of gender, race, disability, age, sexual orientation, religion, belief, gender reassignment, pregnancy and maternity or marital or civil partnership status. The service is designed to improve, prevent, diagnose and treat both physical and mental health problems with equal regard. It has a duty to each and every individual that it serves and must respect their human rights. At the same time, it has a wider social duty to promote equality through the services it provides. Access to services is based on clinical need, not an individual's ability to pay.