

Bloomsbury Medical Centre

Practice Charter

These are the local standards set within this practice for the benefit of our patients. It is our job to give you treatment and advice. Following discussion with you, you will receive the most appropriate care, given by suitably qualified people. No care or treatment will be given without your informed consent. In the interest of your health it is important for you to understand all the information given to you. Please ask us questions if you are unsure of anything.

Our Responsibility to You

We are committed to giving you the best possible service.

Names:

People involved in your care will give you their names and ensure that you know how to contact them.

Waiting Time:

We run an appointment system in this practice. You will be given a time at which the doctor or nurse hopes to be able to see you. You should not wait more than 30 minutes in the waiting room without receiving an explanation for the delay.

Access:

You will have access to a doctor rapidly in cases of emergency.

Please indicate to the receptionist if you consider your problem to be urgent.

Telephone:

We will try to answer the phone promptly and to ensure that there are sufficient staff available to do this. You should be able to speak to a doctor by telephone.

Test Results:

If you have undergone tests or x-rays ordered by the practice, we will inform you of the results at your next appointment. If no further appointment needs to be arranged, we will advise you when and how to obtain the results.

Respect:

Patients will be treated as individuals and partners in their healthcare, irrespective of their ethnic origin or religious and cultural beliefs.

Information:

We will give you full information about the services we offer. Every effort will be made to ensure that you receive the information which directly affects your health and the care being offered.

Health Promotion:

The practice will offer patients advice and information on:

Steps they can take to promote good health and avoid illness.

Self-help which can be undertaken without reference to a doctor in the case of minor ailments.

Your Responsibility To Us

Help us to help you.

Please let us know if you change your name, address or telephone number.

Please do everything you can to keep appointments. Tell us as soon as possible if you cannot, otherwise other patients may have to wait longer.

We need help too. Please ask for home visits by the doctor only when the person is too ill to visit the surgery.

Please keep your phone call brief and avoid calling during the peak morning time for non-urgent matters.

Test results take time to reach us, so please do not ring before you have been asked to do so. Enquiries about tests ordered by the hospital should be directed to the hospital, not the practice.

Remember, you are responsible for your own health and the health of your children. We will give you our professional help and advice. Please act upon it.

Also the CQC requires specific information about how patients can complain.

Suggestions and Complaints

Suggestions

We are always looking at ways to improve your experiences at the surgery. If you have any suggestions for improvements or you want to tell us something that we did really well, we would love to hear about them. You can do this either by talking to Mrs Helen Hallahan, Practice Manager, writing to the surgery or emailing Mrs Helen Hallahan, Practice Manager at helen.hallahan@nhs.net

While we constantly strive to provide a good, friendly and efficient service, we realise that occasionally things do not go as smoothly as we would like. If you think that this has happened to you, please contact Mrs Helen Hallahan, Practice Manager so we can help sort out the problem. You have the choice to complain either direct to the surgery or to NHS England ;

NHS England
PO Box 16738
Redditch
Worcester
B98 9PT

Tel: 0300 311 2233

Email: england.contactus@nhs.net

If you are dissatisfied with the outcome

You also have the right to ask the Parliamentary Health Service Ombudsman to carry out an independent investigation of your complaint. If you feel you have suffered because you have received poor service or treatment or were not treated properly or fairly, the Parliamentary Health Service Ombudsman may be able to help. Their contact details are:

The Parliamentary Health Service Ombudsman

Millbank Tower

Millbank

London

SW1P 4QP

Helpline: 0345 015 4033

Website: www.ombudsman.org.uk

Email: phso.enquiries@ombudsman.org.uk

And finally the local dentist is Nechells dental clinic telephone 01213591070

Hospitals: Heartlands Hospital 0121-424-2000

Queen Elizabeth Hospital 0121-371-2000

City Hospital 0121-554-3801

Single point of access telephone number to contact social services, district nurse, etc; Telephone 0300-555-1919