

# Patient Services Team Charter

- Treat you with courtesy and respect at all times.
- Ask questions to help direct you to the right person to give you the care you need.
- Answer your questions as quickly and as fully as we are able. If we need to speak to someone else to get an answer we will explain this.
- Keep the contents of your health record confidential

## *What WE will do for you*

October 2019

*Please help us to help  
you*



South Milford Surgery

- Keep you informed when surgeries are running late.
- Prepare your repeat prescription within 2 working days of the request.
- Refer you for a second opinion when you and your GP agree it is needed.
- Give you access to your health records, subject to any limitations in the law.
- Give you full and prompt reply to any complaints you make about our services.

# Patient Services Team Charter

- Treat us with courtesy and respect at all times.
- Be patient with the questions we ask, the doctors ask us to do this so we can direct you to the correct person in the team to help.
- Listen to our suggestion regarding the right person in the team for you to speak to or see and then make an informed choice.

## *What YOU can do for us*

October 2019

*Please help us to help  
you*



South Milford Surgery

- Ask for a home visit only when the patient is unable to attend the surgery through illness or infirmity, requesting the visit before 10.00am unless urgent.
- Keep your appointments and let us know as early as possible if you are unable to attend.
- Request your repeat medications no later than 2 working days before you will run out.
- Let us know when you change your name, address or telephone number.
- Tell us about any complaints or misunderstandings as soon as possible to allow us to deal with them.
- Let us know when we have done well.