**Far Lane Medical Centre**

**Practice charter**

**ACCESSIBILITY**

Far Lane Surgery is open Monday - Friday 8.00 am – 6.00 pm, Thursdays the surgery closes at 3 pm.

Trafalgar House surgery is open Monday, Tuesday and Wednesday 8 am -6 pm the phone lines are closed 12-2 pm.

Thursday and Friday’s opening hours are 8 am-12noon.

**Patients can contact or access either site**

Far Lane 0114 234 7701

Trafalgar House 0114 234 6820

**What we ask of you**

* Please remember it is easier to get through on the telephone between 11.00 am and 12.30 pm and 2.00 pm to 4.00 pm for non-urgent matters.
* Please do not ring out of hours for non-urgent matters.

**AVAILABILITY**

**What you can expect from us**

* Our appointment system is designed to enable fast access to see your GP. We do have some appointments that can be booked in advance, however, the majority of our appointments are released on a daily basis, and you can phone us to book these from 8.00 am onwards or they are available online, if you have the system online access. (Please ask reception if you would like access)
* Doctors, Practice Nurses, Physio and a Midwife are available according to our timetable.

**What we ask of you**

* Especially for continuing problems, please try to make an appointment with your regular doctor according to his or her availability.
* If you cannot keep your appointment, please let us know so that we can offer it to someone else.
* When requesting a home visit, please try to let us know by 9.30 am and give enough information to enable us to assess the urgency of your call.

**REPEAT PRESCRIPTIONS**

**What you can expect from us**

* A prescription, as agreed with your doctor, will be available for collection within 3 working days – please allow an extra day if ordering through your chemist.
* Facilities are available to request your repeat prescription by e-mail via the practice website, filling in a repeat prescription request slip, or via the system online. All requests are subject to the timescales noted above.

**What we ask of you**

* If your doctor has said you may receive repeat prescriptions, please use the printed slip that accompanies the computer prescription. Alternatively write the medicine’s name, strength, and dosage on the prepared forms available.
* Please allow us sufficient time to process your repeat prescription request.

**CONFIDENTIALITY**

**What you can expect from us**

* You will be treated with courtesy and respect by all Practice personnel.
* We treat all private information as confidential.
* We keep necessary medical records on our surgery computer system. Other members of the health team, also bound by our rules of confidentiality, may have access to relevant records to care for you.
* You are able to discuss any matter with members of the team, including a receptionist, in privacy.

**What we ask of you**

* Please let us know if you wish to discuss any matter with a Receptionist or our Practice Manager in privacy.
* Please treat all surgery staff, fellow patients, carers, and visitors politely and with respect. Violence or verbal harassment will not be tolerated or accepted, you may be asked to register at another surgery if this behaviour occurs.

**QUALITY OF CARE**

**What you can expect from us**

* We aim at high standards of care. We try to achieve these through regular updating for all team members, by checking aspects of our work against targets, and reviewing our care when things do not go well.

**What we ask of you**

* Please read our website, notices in the surgery, and our newsletter. These contain information about our services, and often advice about your health.
* Our aim is to provide the highest standard of care that we can. Patient feedback, regular updates for staff, checking aspects of our work, and reviewing our care when things do not go well are some of the measures that help us in achieving our aim.