

Practice Charter

On behalf of all staff, we would like to welcome you to Don Valley Healthcare.

Please see below our practice charter which outlines your patient rights and the standard of healthcare you will receive with us.

Our Responsibilities to you:

- To always treat you with courtesy and respect.
- Tailor your healthcare to your needs, irrespective of ethnicity, sexuality, or religious/cultural beliefs.
- Provide full information on the services we offer.
- Provide the most appropriate care by suitably qualified staff.
- Offer a second opinion when you and your GP agree it is needed.
- Offer advice and information about how you can promote good health.
- Give you access to your health records, subject to any limitations in the law.
- Keep the contents of your health record confidential.
- Provide a written or verbal response to complaints you make about our services.

Your Responsibilities to us:

- Please keep your address and telephone number up to date so we can communicate with you.
- We have a zero-tolerance policy to protect our staff which includes verbal or physical aggressive and inappropriate behaviour. Criminal or civil action may be taken which includes immediate removal from the practice list. *For the safety and comfort of others, please act in a responsible and courteous manner when attending the surgery.*
- As of April 2023, we need written consent if you agree to a friend or family member acting on your behalf. *Please ask at reception for further details.*
- To let us know if you are a veteran, have a carer or are a carer yourself so that we can support you.
- If something has not gone to plan, please let us know as soon as possible so we can try and resolve it. You can access our complaints policy on the practice website.
- If you move house and now live outside our practice area, you will be respectfully asked to register with another surgery within the catchment of your new address.

Medicines and Prescriptions:

- Safe prescribing is a top priority for the surgery; this includes our commitment to reduce inappropriate addictive and/or potentially harmful medications for example codeine, morphine, fentanyl, diazepam and pregabalin. You may be contacted by our practice pharmacist or GP when registering to review your repeat prescription and plan a reduction regime.
- Please request routine repeat prescriptions 48 hours in advance either via paper or online or email. We do not routinely accept repeat prescription requests over the telephone to reduce the risk of error.
- If you are on a medication that requires regular observations and/or investigations such as blood tests; you will have to attend for this promptly, usually in your birth month or more frequently as required so we can continue to prescribe your tablets safely. If this is not done, steps will be taken which may include stopping the prescribed medication.

Appointments

- Keep your appointments and let us know as early as possible if you are unable to attend an appointment. *Please see our Did Not Attend (DNA) policy on our practice website.*
- Our care navigation team will routinely ask you what the nature of the clinical issue is so that they can direct you to the most appropriate clinician.
- If you are late for your appointment, you may be asked to rebook at another time. Try to let us know in advance if you are going to be delayed, so that we can make alternative arrangements.
- Please make a separate appointment for each patient that needs to be seen. Consider asking for a double appointment if you feel your problem requires longer than 10 minutes.
- We would ask you to be patient if the Doctor or Practice Nurse is running late. This is often due to unforeseeable emergencies or because consultations have taken longer than expected.
- A home visit should only be requested for those who are unable to come to the surgery because of serious illness or who are permanently housebound. *Please ring the surgery before 10.30am if you require a home visit to enable us to make suitable arrangements.*
- If you require a same day appointment for an urgent problem, you will be offered an appointment with a suitable clinician across Bentley, Scawthorpe or Sprotborough sites. If you cannot accept the appointment offered, you may be offered a telephone consultation or an appointment at a later date in lieu.
- We will endeavour to offer you an appointment for an ongoing problem with the clinician that you have previously dealt with to ensure continuity of care. This may mean waiting a little longer for the most appropriate appointment.