**Our Practice Charter**

**PRACTICE RESPONSIBILITIES**

We aim to;

* Treat you with courtesy and respect
* Offer you an urgent appointment with a Doctor on the same day for an urgent medical problem
* Meet your requests to see a doctor within a reasonable time
* Minimise delays in surgeries and clinics
* Answer the telephone quickly and efficiently
* Give you an efficient 48 hour service for your repeat prescriptions. Requests can be in person, fax, the internet or by post.
* Act on suggestions made by patients to improve our services.
* Deal with your complaints in a professional and efficient manner. If you have a complaint please speak to any member of staff.
* We wish to make MORETON CROSS GROUP PRACTICE as accessible as possible. If you have hearing, visual or physical difficulties please let the receptionist know so that we can enable you to fully use our services.

**PATIENT RESPONSIBILITIES**

We ask you to;

* Act in a responsible and courteous manner and treat fellow patients and all staff politely and with respect. Violence or verbal harassment will not be tolerated
* If you are unable to attend for an appointment please let us know so that we can offer it to someone else. 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 unavoidably delayed, so that we can make alternative arrangements to help you.
* Keep your telephone switched on and with you if you have been added to the triage list for a call back from the doctor.
* Only request a home visit for those who are unable to come to the surgery because of serious illness or infirmity. Please ring the surgery before 11am if possible.
* An urgent appointment is for an urgent medical problem. Please speak to the receptionist if you require a sick note or repeat prescription.
* Plan ahead when you need a prescription. We process over 2250 prescription items per week. We need 48 hours to get your prescription ready. It is your responsibility to ensure you have sufficient supply of repeat medication. Dealing with prescription requests outside of this allocated time is dangerous and can lead to prescribing errors.
* Please be patient if the doctor is running late. This is often due to unforeseeable emergencies. Please ask for an explanation from the receptionist.