

ROWLANDS CASTLE SURGERY

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Practice Charter

All members of the surgery are dedicated to a quality policy to achieve health services that meet the patient's requirements

In Particular:

- 1 You are entitled to receive the best possible service we can provide.
- 2 You will be offered the most appropriate care or treatment, provided by suitably qualified team members, only after discussion.
- 3 You will be given information about your health and about any care or treatment offered. Care or treatment will not be given without your informed consent.
- 4 You have the right to see your confidential health records, subject to certain legal limitations.
- 5 You will be offered an appointment to see a doctor or nurse, whoever is most appropriate.
- 6 In an emergency you will be seen even if all appointments are booked.
- 7 You will be seen on time if possible. If there is a delay of more than twenty minutes, you will be given an explanation by the receptionist.
- 8 If you are too ill or infirm to attend the surgery you will receive a home visit if appropriate.

With these rights, patients have certain responsibilities:

Please:

- 1 Help us to help you. Work with us, by accepting your responsibilities as a patient.
- 2 **If you need urgent medical advice that is NOT an emergency please consider NHS 111 Service – Tel: 111.**
- 3 Consider the urgency of your request. Urgent consultations may delay treatment for others.
- 4 Keep your appointment. If you are unable to do so, tell us as soon as possible, so that it can be made available to someone else.
- 5 Read our Practice booklet. It will help you get the best from our service.
- 6 Try to be punctual. Arriving late may cause delay and inconvenience to others. If your appointment is delayed, remember that patients sometimes need extra time with the doctor.
- 7 Ask for a home visit **ONLY** if it is not possible to attend the surgery. If you feel a home consultation is required, please contact us **BEFORE** 10.30 a.m. whenever possible.