

What you can do to help

Having a good relationship with the team at Appleby Surgery is important as healthcare is delivered most effectively in an atmosphere of mutual trust and co-operation.

The rights of patients in the first part of the charter are balanced by responsibilities, which are vital to enable the doctors and staff to provide a prompt and effective service.

We ask for your help in the following ways:

- Patients should extend the same courtesy and politeness to the practice team, especially our receptionists, as they would expect to receive. Bad manners or threatening behavior will not be tolerated and will be brought to the attention of the Practice Manager.
- Repeat prescriptions should be ordered in good time, normally 48 hours notice to ensure treatment is not disrupted.
- Patients should attend for appointments on time or give the practice adequate notice if they wish to cancel so that the appointment may be given to someone else, lateness or non-attendance wastes appointment time and greatly inconveniences other patients.
- An appointment is for one person only. If more than one person needs to be seen, an appointment should be made for each individual.
- An appointment normally lasts up to 10 minutes. If you anticipate that the problem could result in an unusually long consultation please ask the receptionist for a double appointment.
- Please only request an urgent appointment if your condition is such that it will not wait until the next routine appointment. If your condition requires urgent attention, we ask for your co-operation in being prepared to see any of the practice doctors rather than your usual doctor.

- Home visits are made at the discretion of the doctor and are intended to be a service for the genuinely housebound or those too ill to attend the surgery. Home visits should, whenever possible, be requested by 10:30am to allow the doctors to plan their visiting round in the most effective way.
- Visits at night or when the surgery is closed at a weekend or Bank Holiday should only be requested when absolutely necessary. Mis-use of the service may disadvantage your fellow patients who may be seriously ill.
- You should accept responsibility for your own health by maintaining a healthy lifestyle. Please take advantage of the disease prevention opportunities that are open to you:
 - a) Bring your children for vaccinations at the appropriate times
 - b) Attend appointments for cervical smears and breast screening
 - c) Take advantage of the free influenza vaccination programme (if it applies to you)
 - d) Have your blood pressure checked every 5 years (from the age of 35)
 - e) Try to find ways of exercising
 - f) Drink within safe limits
 - g) Don't smoke - if you would like to quit smoking please ask at reception about the Stop Smoking service.
 - h) Eat healthily

Suggestions and Complaints

Suggestions on how services might be improved or expanded will be welcomed and will be considered by the appropriate member of the team.

If the services offered have not matched expectations and you wish to complain, please write to the Practice Manager so that we can investigate the complaint.

Appleby Surgery

Practice Charter

What you can expect from your practice

Hawkeys Lane
North Shields
NE29 0SF

Tel (0191) 2961770

www.applebysurgery.nhs.uk

Dr. Andrew Bates
(Qualified Newcastle 1982)

Dr. Rachel Firth
(Qualified Leeds 1988)

Dr. Stephen Proctor
(Qualified Newcastle 1993)

Dr. Rebecca Hart
(Qualified Newcastle 2006)

Mission Statement

“The team at Appleby Surgery is dedicated to providing high quality general medical care to our patients and believe that healthcare is most effective when delivered in partnership and co-operation between healthcare staff and patients”

The following paragraphs set our acknowledgement that patients attending Appleby Surgery may expect certain standards - which the doctors, nurses and practice staff will do their utmost to maintain.

Confidentiality

Confidentiality is the cornerstone of healthcare and central to the work of everyone working in General Practice. All information about patients is confidential - from the most sensitive diagnosis to the fact of having visited the surgery or being registered with the practice.

The duty of confidentiality owed to a person under 16 is as great as the duty owed to any other person. All patients can expect that their personal information will not be disclosed without their permission except in the most exceptional circumstances, when someone is at grave risk of serious harm.

Reception

Patients will be treated in a considerate and courteous manner by the reception staff and also by the doctors, nurses and staff attached to the practice.

Patients have a right to privacy and the reason for requesting an appointment will not normally be asked other than in an event of a home visit. The doctors have asked staff to do this in order to help in identifying the most urgent problems.

Patients may receive, upon request, an up to date copy of the practice leaflet that sets out the services the practice provides.

Appointment Times

The practice will offer a wide choice of appointment times.

Patients will normally be offered an appointment to see a GP for a non urgent problem within 3 working days.

We aim to offer an appointment with a particular doctor within 4 working days (excluding periods of leave or sickness).

Patients needing an urgent appointment will be given one with the duty doctor within 1 working day and within the current consultation session if the problem is sufficiently urgent.

Beginning Surgeries Promptly

Doctors and nurses will begin surgeries promptly—any delay will be due to medical necessity.

Waiting times to be seen

The doctor will usually see patients within 20 minutes of the allotted appointment time.

If a surgery is running more than 20 minutes late, patients will be informed upon arrival and may take an alternative appointment if desired.

Patients will be informed if the doctor is called away to an emergency during a surgery session and an approximate waiting time will be given.

Referral to Secondary Care

Following a consultation at which referral for further care is agreed, the referral letter will normally be sent to the appropriate consultant through Choose and Book within 4 working days (Unless your condition is medically urgent or test results are awaited to be sent with the referral).

If you wish to receive a copy of the doctor’s referral letter, please ask the doctor during the initial consultation (or at reception thereafter). They will arrange that a copy of the doctor’s referral letter is sent to you.

Home Visits

Patients will receive a home visit from the doctor if the medical condition necessitates a consultation and if they are genuinely housebound or too ill to attend the surgery.

Emergencies

A doctor will be on-call at all times during opening hours to deal with emergencies by giving telephone advice, a surgery consultation or home visit at the doctors discretion.

Repeat Prescriptions

Repeat prescriptions will be available within 2 working days of the request.

Test Results

The doctor or nurse ordering the tests will inform patients of the arrangements for test results.

Premises and Facilities

The surgery has been designed to allow ease of access for the disabled and designated parking spaces for the disabled are provided in the car park.

The practice will provide and maintain premises, which are clean, comfortable, safe and warm.

A play area will be provided for children waiting with and under the supervision of their parent or carer. Nappy changing facilities are available for use by parents with young children.

Health Checks

Patients have a right to be offered a health check on joining the practice. You are strongly advised to avail yourself of the opportunity.