

Llanfairfechan Group Partnerships

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Our Reference:
LGP/PTCHARTER/OCT22
Your Reference:
N/A
Date:
Dated below



Patient Charter – Understanding our Relationship

The GP Partners of Llanfairfechan Group Practices are keen to ensure that the Partnership and patients maintain good relations at all times. This Patient Charter will help patients to understand what they may expect from the surgery and also what is expected of them in return.

So, what is the Partnership committed to providing to you?

- ✓ We will **treat you with courtesy and respect**;
- ✓ We will **endeavour to provide you with a choice** of male or female clinicians for routine appointments;
- ✓ We will provide you with the **correct treatment prescribed and clearly explained**;
- ✓ We will see you **the same day if you have a medical urgent complaint**, though you may not be able to see your usual clinician;
- ✓ We will refer you **to a consultant when your clinician feels it necessary** and be referred for a second opinion if both you and the clinician agree this is desirable;
- ✓ Our Care Navigators will **help identify the most appropriate person to deal with your health problem**;
- ✓ We recognise that you may wish to **discuss your concerns in private and we will ensure privacy for consultations and confidentiality** at all times;
- ✓ We will ensure that you can **make suggestions to improve the practice and services** through feedback to our team and/or the Patient Engagement Group;
- ✓ We will **investigate your complaints promptly and thoroughly** as per NHS complaints procedure. We endeavour to resolve complaints verbally but where a complaint requires formal investigation we will write to you with the outcome.
- ✓ We will keep all your **records, both written and computerised, securely and confidentially at all times**, in line with data protection guidelines, and NHS confidentiality policy
- ✓ We have, in the same way as patients can choose their doctor, **the right to accept or remove a patient from our list**. This may happen if a patient is unable to work cooperatively with the partnership and its staff

What does the Partnership ask of its Patients?

- ✓ We ask that you are **mindful of risks** posed by infection e.g. COVID19, and **considerate to other patients** if you visit the practice;
- ✓ We ask that you **treat practice staff with courtesy and respect**;
- ✓ We ask that you will be a **'patient' patient**;
- ✓ We ask that you recognise that we are working very hard **to provide the best service we can for ALL our patients**, and that we have a **zero tolerance** towards perceived **violent, aggressive or abusive behaviour**;
- ✓ We ask that you **notify us as soon as possible if you are unable to keep an appointment** as this allows other patients to be seen and keeps waiting times down;
- ✓ We ask that you **only request a home visit if you are genuinely unable to come to the practice** e.g. housebound, physically incapacitated. If a visit is required please ring **before 10am**;
- ✓ We ask that you will allow **2 full working days** when requesting a repeat prescription; **repeat prescriptions cannot be taken over the telephone** (requests can be made by letter, using online request service or by visiting the practice);
- ✓ We ask that you **inform us if you change address or telephone number** – we may need to contact you urgently
- ✓ We ask that you recognise that although we aim to offer you a choice of clinicians, and aim to offer continuity of care, this is not always possible (e.g. holidays). Therefore we ask that you **be willing to see the most appropriate person at the practice who can deal with your health need** in a timely manner;
- ✓ We aim to be respectful of all **protected characteristics*** of the Equality Act (2010); however, we would ask **that you inform us** at the earliest opportunity, of any specific requirements or concerns you may have so we can ensure your experience with our practice is as comfortable and considerate as possible;
- ✓ Finally, and to support our efforts in **connecting with you and developing your ability to 'access' the service**, we ask that you download our phone app which is called 'My Surgery App' which can be found at either iStore or Google Play.

Dr Amit Singh

Dr. Amit Singh
GP Partner

For more details visit our website at:

www.llanfairfechangrouppractices.co.uk

*The Equality Act (2010) notes the following as *protected characteristics*: age, disability, gender reassignment, race, religion or belief, sex, sexual orientation, marriage and civil partnership, pregnancy and maternity.