

PATIENTS' CHARTER

King's College Health Centre is an NHS GP surgery. It is therefore bound by the same rules of confidentiality as any GP surgery in the country. What is said in your consultations at the Health Centre is not disclosed to any third party (including the College) without your express permission, except in exceptional circumstances when life may be at risk.

The *Patient Charter* sets out our service level agreement as well as what we expect from our patients.

WE AGREE TO:

- Greet you courteously and treat you with respect at all times. The Health Centre has a policy of non-discrimination regardless of age, race, ethnicity, religion, sexual orientation, gender identity, trans status or disability. The Practice believes in fairness and equality and above all, values diversity in all our work as a provider of health services.
- We will make every effort to see you promptly. Our aim is to keep below an average delay of 20 minutes from the time of a booked appointment.
- Respect your confidentiality. Everyone working for the NHS has a legal duty to keep information about you confidential, except for very rare circumstances prescribed by law.
- Give you access to your medical records subject to any limitations in the law, and keep your computerised medical records under the terms of the Data Protection Act.
- Inform you of our services, using the practice website, booklet, posters, leaflets, Facebook and Twitter.
- See you the same day if you have an emergency medical problem.
- Allow you to decide whether to take part in research/training
- Have same day appointments available if medically urgent.
- Offer you a health check when you first come to register at the Health Centre
- Offer advice to promote health, for example stop smoking, exercise, diet and self-help for minor ailments
- Have repeat prescriptions ready to collect within two working days.
- Arrange a home visit if you are too ill to attend the Centre.

IN RETURN WE EXPECT YOU TO:

- Treat the staff and other patients with courtesy and respect at all times. The Health Centre has a policy of non-discrimination regardless of age, race, ethnicity, religion, sexual orientation, gender identity, trans status or disability. The Practice believes in fairness and equality and above all, values diversity in all our work as a provider of health services.
- Any patient acting violently or abusive towards staff and/or other patients will necessitate us to call the police and your name will be removed from the Centre list of patients. We have a zero tolerance policy towards this behaviour.
- Attend appointments on time. (You will be asked to rebook if you are 10 minutes or more late for your appointment).
- Make every effort to attend the Health Centre when you have an appointment to make the best use of medical and nursing time. Please note our Policy for lateness and missed appointments.
- Tell us directly if you change your name, address or telephone number by emailing, calling or coming to the Health Centre. You can also do this online after you set up the SystmOnline service at reception.
- Tell us all the details of your past illnesses, medications, hospital admissions and any other relevant information.
- Make an appointment for one person only. 'One patient - one appointment'.
- Be considerate to other patients by being aware appointments are generally 10 minutes long unless a double appointment is requested.
- Not abuse the emergency appointment system. Only emergency medical conditions can be seen in emergency appointments.
- Give at least 24 hours notice if you are cancelling an appointment.
- Only ask for a home visit if you are too ill to visit the Health Centre.
- Read the practice booklet or our website as they contain important information.
- Let us know if you feel there are things you want to see improved or changed in the Centre.
- Be aware of patient confidentiality and arrange your own appointments.
- Use your GP as your first point of contact to avoid inappropriate use of emergency services