



## Patient Charter

We, at Solent View Medical Practice, employ a team-based approach to deliver the highest quality Clinical Care. Always demonstrating respect for you, your family, and caregivers, our primary goal is to be responsive to your needs and those of the local community.

Below, we outline the standards set within our practice, all designed to benefit our patients.

### **Our Responsibilities to You:**

We will strive to treat you with courtesy, respect, and sensitivity in every interaction. Patients will always be treated as unique individuals and as partners in their healthcare journey, regardless of their ethnic background, religious and cultural beliefs, gender, social class, disability, or age.

Providing you with treatment and advice is our primary responsibility. Following a thorough discussion with you, we will offer the most suitable care administered by qualified professionals.

No treatment or care will be provided without your fully informed consent. To safeguard your health, it is essential that you understand all the information provided. If you have any doubts, please do not hesitate to ask questions.

We will endeavour to ensure an adequate number of appointments of an appropriate nature are accessible to fulfil the requirements of our patients.

We will provide appointments from 8am to 6:30pm, Monday to Friday, with appropriately trained clinicians from our multidisciplinary practice and primary care network team.

We will maximize the variety of appointments available to the practice to optimally address the patient's needs. This will encompass in-person, telephone, and video consultations. When suitable, we will communicate with patients using SMS services or email.

Maintaining the highest standards of medical practice is our constant aim. Our doctors and healthcare professionals uphold these standards through continuous professional development and will review your care during your visits to our practice.

### **Your Responsibilities to Us:**

- Treat all members of our staff with equal courtesy and understanding. Abusive or threatening behaviour will not be tolerated and may result in removal from our patient list.

- Punctuality is appreciated to keep our appointment schedule running smoothly. Latecomers may be asked to reschedule their appointments.
- Home visits are intended exclusively for housebound patients.
- If you are unable to attend your appointment, please notify us as soon as possible, ideally with at least 24 hours' notice.
- Please allow us 3 working days to process your repeat prescription requests.
- Understand that emergencies can occasionally disrupt even the most well-planned systems.
- Notify us promptly if you change your name, address, or telephone number. It is equally important to inform the hospital of your updated address if you are on a waiting list for a surgical procedure.
- If you are referred for a hospital outpatient appointment, please attend as scheduled, or if you cannot, inform the hospital as soon as possible.
- Keep in mind that test results may take some time to reach us. The practice will get in touch with you if any treatment or follow-up is necessary. Enquiries regarding tests ordered by the hospital should be directed to the hospital and not to our surgery.
- A 20-minute appointment is intended for addressing one person's one medical issue. If another family member needs to be seen or if you have multiple concerns, please schedule additional appointments.

If you have any suggestions or matters you wish to bring to our attention, you can speak to a member of staff, inform us in writing, send an email or visit our website.