



# ABBHEY SURGERY

## Practice Charter

In normal circumstances our practice aims to ensure that:-

### APPOINTMENTS

- a) You will be offered an appointment with a doctor if you want to be seen today, the next day or in advance.
- b) If you request a particular doctor the waiting time for an appointment may be longer, depending on the availability of that doctor.
- c) You are encouraged to see your own doctor, if they are unavailable you will be offered an appointment with another doctor or clinical professional.
- d) We plan to see you within 30 minutes of your appointment time unless unavoidable emergencies occur.
- e) If you request an urgent appointment you will be seen on the same day, but may have to wait depending on the degree of urgency.
- f) We would ask that if you no longer need your appointment to let us know as soon as possible so we can allocate it to another patient.

### TELEPHONE CALLS TO DOCTORS

Our doctors and nurses can offer advice on the telephone. They will endeavour to speak to you when you call. However, if they are in surgery please be prepared to give some indication of the nature of your enquiry and we will ensure they call you back.

### OUT OF HOURS (FOR GENUINE EMERGENCIES)

If you need to contact a doctor out of normal surgery hours please refer to page 7 of our practice booklet. You will find all the appropriate guidance listed on that page.

### REPEAT PRESCRIPTIONS

Your repeat prescription will be available for collection within 48 hours of request during our opening times. (Excluding Sundays and Bank Holidays)

### HEALTH PROMOTION CLINICS

Details of clinics held will be in our practice booklet. You can also ask for information from our reception staff.

### DISABLED ACCESS

We embrace the principles of the Disability Act. We have a dedicated parking bay, flat level access, wide entry doors and relevant toilet facilities situated on the ground floor. We have a wheelchair available if needed.

### POSTGRADUATE EDUCATION

All staff members are committed to and fully involved in continuing post-graduate education and training generally. Each doctor has annual study leave.

### CHAPERONE

If you feel that you would like a chaperone present during your consultation please feel free to bring someone with you or ask one of us in the surgery.

### CONFIDENTIALITY

It is important to us that all aspects of your visits are dealt with in strictest confidence. All members of staff have access to patient information as part of their working tasks. They have all signed confidentiality clauses within their contracts.

### PROBLEMS AND COMPLAINTS

If you have any complaints, please speak to the Practice Manager. He will do his utmost to resolve your complaint. If your complaint is still unresolved, we will offer to refer you to the PALS service in Devon Primary Care Trust. PALS, St Edmunds Court, Okehampton Street, Exeter EX4 1DU Tel: 0845 1110080 or 01392 385694

### SUGGESTIONS

We welcome comments or advice. Please contact any member of staff, alternatively, write your comments down and send them to us. This helps improve our service to you.

### HOW YOU CAN HELP US

In order to assist the smooth running of our practice we would ask you to:

- a) Only ask for an urgent appointment if it really cannot wait until the next available surgery.
- b) Request home visits between 9.00am & 10.30am where possible.
- c) Phone for results of blood tests, x-rays etc. after 2.00pm
- d) Please be patient and courteous to our staff. We are here to help you!
- e) Please use our website [www.abbheysurgery.co.uk](http://www.abbheysurgery.co.uk) to order repeat prescriptions and to make appointments.

THANK YOU FOR  
YOUR CO-OPERATION

