
MOORE STREET SURGERY
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PATIENTS' CHARTER

Partners:

Dr Helen Mercer

MBChB (Liverpool 2002), BSc Hons
Pharmacology 2001, MRCP, DRCOG,
DFSRH (Female)

Dr Jackie Anten

MBChB, MRCP, DRCOG, DCH, DFFP
(female)

**ALL MEMBERS OF THE SURGERY
PRIMARY CARE TEAM ARE DEDICATED
TO A QUALITY POLICY TO ACHIEVE
HEALTH SERVICES WHICH MEETS THE
PATIENT'S REQUIREMENTS**

Practice Leaflet:

All new patients will receive a copy of our practice leaflet and copies will be available in reception. A copy will also be available on the practice notice board.

Surgery Premises:

Our surgery building will be welcoming, clean and easy for patients to find their way round and will be appropriate for the needs of all users.

Patients' rights to General Medical Services:

Patients have the rights to:

- Be registered with a General Practitioner.
- Change doctor if desired.
- Be offered a health check on joining the practice.
- Receive emergency care at any time from the practice.
- Receive appropriate medications.
- Be referred for specialist or second opinion if they and the GP agrees.
- Have the right to view their medical records, subject to the Acts and to

know that those working for the NHS are under legal obligation to keep the contents confidential.

Changes to procedures:

When changes are introduced to practice procedures that affect patients, we will ensure that these are clearly explained using leaflets, practice notice board or individual letters, giving as much notice as practicable.

Home Visits:

Home visits are reserved for patients who are truly house bound or so incapacitated that they cannot be brought to the surgery. Home visits are based on medical need. Please phone for a home visit before 10am. In almost all cases children can be safely brought to the surgery where we have the best conditions for examination.

We are unable to guarantee a specific GP will visit you as this depends on availability and other factors. The decision to home visit will be at the GPs' discretion.

Out of Hours Emergencies:

We will do everything possible to ensure that our system for contacting the on-call GP is easy to follow, reliable and effective.

Repeat Prescriptions:

Repeat Prescriptions. Please give 48 hours/2 working days' notice of repeat prescriptions in writing either using the re-order form provided with your last prescription or by letter or by using the forms available at reception. We DO NOT accept prescription requests via the telephone as this method is prone to error and misinterpretation and is therefore dangerous. We also do requests on line see reception for details.

Referrals:

- Urgent referrals to other health and social care agencies will be made within one working day of the patient consultation. Where requested, our GPs will refer you to a private health provider.
- We will normally process non-urgent referrals within five working days of the patient's consultation or the GPs decision to refer.

Test Results:

When a GP or Nurse arranges for a test to be taken, the patient will be Informed how to obtain the result. Results are normally available 2-3 days after the test was taken. You can obtain your results by contacting the Surgery after 9am each working day.

Privacy & Confidentiality:

We will respect our patients' privacy, dignity and confidentiality at all times.

Appointments:

With a GP: For routine consultations we will endeavour to offer patients and appointment within **two** working days of the request. For medically urgent requests, we will offer an appointment on the same day.

With a Nurse: For routine appointments we will offer an appointment within five working days.

Waiting times:

- Surgeries will normally start on time.
- We expect you to be seen within twenty minutes of the appointment time and in the event of a delay we will offer an explanation.
- When a GP is called away on an emergency we will inform you and give you an opportunity to book an alternative appointment, or if preferred, an alternative GP.

WITH THESE RIGHTS COME RESPONSIBILITIES AND FOR OUR PATIENTS THIS MEANS:

- Courtesy to the staff at all times—remember they work under the instruction of the GPs.
- Responding in a positive way to questions asked by the reception team
- To attend appointments on time or give the practice adequate notice if you need to cancel.
- An appointment is for **one** person only. Where another member of the family needs to be seen or discussed another appointment must be made.
- You should make every effort when consulting the surgery to make the best of nursing and medical time—home visits should be medically justifiable and not requested for social convenience.
- When you are asked to give 48 hours' notice for your repeat prescription, please give us this time as it is to allow for accurate prescribing.
- Out of hours calls (evenings, nights and weekends) should only be requested if they are felt to be truly necessary.