



PRACTICE CHARTER

PARTNERS

**Dr Natalie Avery
(Female)**

BM (2003), MRCP, MRCGP

**Dr Edward Gibbons
(Male)**

BSc, BM (2004), DCH, MRCGP

**Dr Claire Walsh
(Female)**

MBBS (London 1995), MA, MRCPCH, MRCGP, DFSRH

**Dr Bridget Pemberton
(Female)**

MBBS (London 2000), MRCP, MRCGP, DRCOG, DFFP

SALARIED GPs

**Dr Julia Snyder
(Female)**

BM, MRCGP, DFFP

**Dr Tim Wilson
(Male)**

MA, MBChb, PhD, FRNZCGP, CEngMIET

**Dr Kate Hughes
(Female)**

BSc, MSc, MBChB, MRCGP

**Dr Helen Prince
(Female)**

MBChB (2006) MRCGP

**We aim to provide the best possible service to our
Patients and hope you will feel that we achieve that aim.**

The care of your health is a partnership between yourself and the Primary Health Care Team. The success of that partnership depends on an understanding of each other's needs and the co-operation between us

Our Responsibility to You

- You will be treated courteously
- You have the right to confidentiality
- You have the right to see your medical records subject to the limitations of the law
- You will be seen the same day if your problem is urgent
- You will be seen by your own doctor whenever possible
- You will be informed if there is a delay of more than 30 minutes for your appointment
- You will be referred to a consultant when your GP thinks it necessary
- You will be given the result of any test or investigation on request or at your next appointment
- Routine repeat prescriptions will be ready for collection within 48 hours or 2 working days of your request
- Your suggestions and comments about the services offered will be considered sympathetically and any complaint dealt with quickly

Your Responsibility to Us

- Please treat all surgery staff with the same respect – we are all just doing our job
- Please do not ask for information about anyone other than yourself
- Tell us of any change of name / address / telephone number, so that our records are accurate
- Only request an urgent appointment if appropriate. Home visits should only be requested if you are really too ill to attend surgery
- Please cancel your appointment if you are unable to attend
- Please be punctual, but be prepared to wait if your own consultation is delayed by an unexpected emergency
- Please allow sufficient time for your consultant's letter, or the results of any tests to reach us
- You will be advised of the usual time to wait
- Use the tear off slip to request your repeat prescription whenever possible or order online via the surgery website
- Please attend for review, when asked, before your next prescription is due
- Do let us know whenever you feel we have not met our responsibility to you
- We would, of course, be pleased to hear when you feel praise is due as well

Signed:

Date:

Richard Smith
Practice Manager

Reviewed October 2012
Reviewed October 2017