

Blaenavon Medical Practice Patient Charter

These are local standards set within the practice for the benefit of our patients and details our commitment to you.

What we will do:

- You will be treated as an individual, with courtesy, respect and dignity at all times.
- You will be given the names of people involved in your care.
- You will normally be able to be seen by a clinician of the practice within 24 hours for an emergency situation.
- You will be given, under normal circumstances, an appointment with a doctor of your choice the next time they are available.
- You will normally be seen within 30 minutes of an appointment time or be advised of any delay.
- You will be given the opportunity to receive advice and take part in all health promotion activities run by the practice.
- You will be given the most appropriate care by suitably qualified people, but no treatment will be given without your informed consent.
- You will be referred to a consultant should your doctor feel such a course of action is necessary.
- You have a right to access your medical records subject to any limitations in the law.

What You Can Do For Us;

- Please treat staff with courtesy and respect. Abuse of any type is not tolerated.
- If possible, please telephone before 11.00am if you need a home visit.
- Please ask for a home visit only when you feel it is really necessary (home visits by the doctor are only for patients who are too ill to visit the surgery).
- Please take the medication prescribed to you.
- Please let us know as soon as possible if you change your name, address or telephone number.
- Please do everything you can to keep appointments, or tell us as soon as possible if you are unable to do so. Remember, your cancelled appointment can be given to someone else.
- Be ready to tell us of your past history of illnesses, medication, hospital admissions and any other relevant details.
- Should you wish to speak to a doctor, please telephone at the end of surgery.
- Ask if you are unclear about your treatment.
- Please arrive on time for your appointments
- Most delays are usually due to emergencies. Please be patient.
- Please accept our advice on vaccination, immunisation and health screening programmes.

- Manage your own health and wellbeing by maintaining a healthy lifestyle eg by taking regular exercise and having a varied healthy diet.

PLEASE HELP US TO HELP YOU