

## Practice Charter

### Patient Rights And Responsibilities

The primary health care team are committed to work together to provide the patient with the highest standards of medical and non-medical care.

#### Our Commitment To You

- Patients have the right to be treated with courtesy and respect.
- Saughall Pharmacy Limited will endeavor to run the practice efficiently with the pharmacist and the pharmacy assistants running their pharmacy at the appointed times. • Patients' confidentiality will be upheld at all times.
- Patients have a right to information about their health, such as:
  - Discussions around their medication
  - Benefits and side-effects
  - Choice of over the counter medication.
- Patients have the right to see their own medical records upon written request and in accordance with the Data Protection Act 1998. The practice will charge the standard fee.
- The practice will offer advice to patients on the promotion of good health and how to avoid illness, cessation of smoking, taking exercise, and self help.
- Patients with urgent medical prescriptions will be given priority and will normally be done on the same day.
- Patients registering with the practice (Electronic Prescription Service ETP Phase 2) will be offered an opportunity to talk to the pharmacist. This allows the practice to obtain details of patients' past medication histories whilst waiting for records to be received.
- Saughall Pharmacy Limited will welcome any suggestions or comments from patients which are intended to be constructive about the standard of service currently being offered. These should be addressed to the Clinical Governance Lead.
- Patients who have a complaint or concern about the service received from the Pharmacist or any of the staff at the practice should address the complaint to the Pharmacy manager. Saughall Pharmacy Limited operates a practice complaints procedure forming part of an NHS System for dealing with complaints which meets the national criteria.

### Patient's Responsibilities

#### Your Commitment To The Practice:

- Patients are expected to be courteous to the pharmacist and staff at all times and it should be remembered that the staff are operating to an agreed working practice as specified by the pharmacists.
- Patients are expected to attend for their appointments on time. If an appointment has to be cancelled, please telephone the pharmacy as soon as possible so that the appointment can be offered to another patient.
- Patients should consult with the pharmacist in the pharmacy wherever possible. Home visits will only be made when they can be justified on medical grounds.

- Patients requiring medication when the pharmacy is closed should contact the emergency doctor when in urgent medical need.
- Patients are requested to keep the pharmacy informed of any change of address, telephone number or name so that the medical records may be kept up to date. This information could prove crucial in an emergency situation.

### **Making A Complaint**

We hope that you will be satisfied with the services we provide but if you have a complaint then you should contact the practice manager in the first instance. We operate an informal in-house complaints procedure and hope that any complaints can be dealt with through this procedure. This does not affect your right to make a formal complaint to the PCT if you so wish nor does it affect your right to seek compensation in law.

### **Confidentiality**

Everyone working in the National Health Service has a legal obligation and duty to maintain strict confidentiality regarding information held about you, the patient. The Caldicott Report and the Data Protection Act 1998 issue guidelines to the Department of Health on how practices must handle information about patients.

### **Access To Medical Records**

It is a legal requirement that we record all relevant information in your record. Medical records are treated in complete confidence and not revealed to anyone else without your consent.

Under the Data Protection Act 1998 and Access to Health Records Act 1990 you are entitled to view your medical records. If you wish to see your medical records please discuss the matter with your doctor or the Practice Manager and we can arrange an appointment at the practice for this to happen. If you want a copy of the information in your records you may be charged up to a maximum of £50.

### **Protection And Use Of Patient Information**

Pharmacists place paramount importance on service and your expectations to provide you with health care and treatment. We need accurate personal information from you, which we review regularly for changes in circumstances. To ensure that you receive the best possible care and so that we can all work together for your benefit, there might be occasions when we may need to share some information about you with others who have a genuine need for it in your and everyone's interest.

The main reasons for which your information may be needed are:

1. Providing you with health care and treatment
2. Looking after the health and social welfare of the general public
3. Ensuring that our services can meet patient needs in the future
4. Helping staff review care provided, thus ensuring the highest standard
5. Training and educating staff (you may choose whether or not you wish to be involved)
6. Investigating complaints or legal claims
7. Statistical analysis and research (you will not be identified in any published results or papers without your prior consent)
8. Preparing statistics on performance, payment and activity (steps are taken to ensure you cannot be identified)

Patients who do not want their information shared should inform the practice manager.