

Patient Charter 2025

Commitments from the Practice	Rights & Responsibilities of Patients
You will be treated with courtesy & respect	You will be a 'patient' patient. You will treat practice staff with a courtesy and respect, and understand that every member of the team is trying to help you, and we are working very hard to provide the best service we can for all our patients.
We endeavour to answer all telephone calls to the surgery as quickly as possible	To help reduce telephone demand you will use our online services where possible to request appointment, prescriptions, access to records etc.
Waiting times at the surgery are usually kept to a minimum, but delays are sometime unavoidable. You will be advised if there is a delay of more than 20 minutes, and you will be offered the choice of waiting or making an alternative appointment.	You will be on time for your appointments and notify us as soon as possible if you need to cancel an appointment; persistent missed appointments may lead to being removed from the practice list
We will endeavour to see you on the same day if your condition is deemed to be medically urgent, though you may not be able to see your usual Doctor.	You will make allowances when waiting in the surgery for the fact that emergency cases will have to be given priority.
You are able to book with any Doctor, subject to appointment availability, unless we have advised you that you have been appointed a named GP to aid continuity of care	Whilst we aim to offer you a choice of appointments and clinicians, providing continuity of care, you will accept that this is not always possible when your preferred GP is fully booked, on leave or sick, and, therefore, you will e be willing to see any clinician at the practice
You can contact a GP via our online consultation service, where the GP, subject to the request, may contact you directly This is a non-urgent service, we will endeavour to respond within 2 working days	You will notify us as soon as possible if they are unable to keep an appointment as this allows other patients to be seen and keeps waiting times down.
You will be able to requests prescriptions and book appointments online, and online access your Health Records	You will <ul style="list-style-type: none"> allow 2 full working days when requesting a repeat prescription understand that repeat prescriptions will not be taken over the telephone request repeat prescriptions via NHS app, online, by visiting the practice or via the pharmacy (this avoids the unnecessary blocking of telephone lines.) avoid ringing the practice for test results; most results are normal and, therefore, we will contact you if a Doctor has identified an abnormality

Marple Cottage Surgery & Guywood Practice

You will attend for medication reviews as required by the Doctors, and understand that medications cannot be prescribed without these checks being completed	You will not expect a prescription every time you visit your GP - good advice is often the best medicine
You will be referred to a consultant when your GP feels it necessary and be referred for a second opinion if both you and the GP agree this is desirable; this may be to another Doctor/Nurse within the practice	If you are coming to see a clinician regarding a recent hospital appointment, please ensure you bring a copy of your discharge / outpatient letter (the hospital should provide this to you) in case the hospital has not sent this to the practice
Home visits are reserved for patients who are housebound or genuinely unable to attend the practice	You will only request a home visit if you, or the genuinely are unable to come to the practice e.g. housebound, physically incapacitated. If a visit is required, please ring before 10.30am
In the same way as patients can choose their Doctor, the Doctors reserve the right to accept or remove a patient from their list if a patient is unable to work cooperatively with the Practice and there is a breakdown in Doctor/ patient relationship. You will have appropriate treatment prescribed and clearly explained	Any aggressive, violent, discriminatory, abusive, intimidating (including swearing, shouting etc.) behaviour will be in breach of our zero-tolerance policy and may lead to a written warning and / or removal from the practice list and/or police involvement
Non-NHS work e.g. insurance forms, will not be treated as a priority over NHS medical care	You will understand that there is a charge for non-NHS work e.g. holiday cancellation forms, insurance forms, and they will take up to two weeks to process as NHS work will always take priority
We will contact patients via text and email to advise of both medical and practice related matters; if you do not wish to be contacted you must inform the practice.	You will inform us if you change address or telephone number – we may need to contact you urgently.
If you have any special needs or difficulties, please discuss them with the Doctor or other member of staff and we will do our best to appropriate arrangements	You will take care of your own health by appropriate action, for example by not smoking, avoiding excessive alcohol or weight gain, eating sensibly and keeping active
Your complaints will be investigated thoroughly and promptly as per NHS complaints procedure. We endeavour to resolve complaints verbally but where a complaint requires investigation we will write to you with the outcome.	
We will seek feedback via our Friends and Family test survey, which will also enable you to make suggestions to improve the practice and services we provide	