

**The Charter Of Patient’s Rights And Responsibilities**

* **Right to information**: Patients have the right to receive adequate information about their health, treatment options, and associated risks
* **Right to privacy**: Patients are entitled to confidentiality regarding their medical records and personal information.
* **Right to consent**: Patients must give informed consent before any treatment or procedure**.**
* **Right to quality care:** Patients have the right to receive care that meets established standards
* **Right to Complain:** Patients have the right to complain, the complaints procedure should be available on the website.

**Your Practice’s Responsibilities**

* To always treat you with respect and courtesy
* To give you full information on the services we offer
* To ensure you are given the most appropriate care and referred to the most appropriate services
* To triage your needs promptly and if required ensure you have a consultation with a clinician within a timeframe appropriate for the relevant medical condition
* Patients triaged to have an urgent need will be offered a consultation within 24 hours
* To be referred for a second opinion when you and the GP agree it is needed.
* To give you access to your health records, subject to any limitations in the law.
* To keep the contents of your health record confidential
* To give you a full and prompt reply to any complaints you make about our services.
* Keep you informed when surgeries are running late.

**Your responsibilities as a patient**

* To always treat us with courtesy and respect.
* To take responsibility for you own health.
* To tell us if you are unsure about the treatment we are offering you.
* To request a home visit or urgent appointment only when you think it is truly necessary.
* To keep your appointments and be on time.
* To let us know as early as possible if you are unable to attend.
* To let us know when you change your name, address or telephone number.
* To tell us about any complaints or misunderstandings as soon as possible to allow us to deal with them.
* To contact the hospital regarding queries to do with hospital appointments and hospital tests.
* Let us know when we have done well.