YETMINSTER HEALTH CENTRE PRACTICE CHARTER

	Our Responsibilities	Your Responsibilities
Respect & Behaviour	You will be treated as an individual and will always be given courtesy, politeness, and respect. All contacts will be treated confidentially.	We ask you that you treat all the practice staff with the same respect as well as other patients attending the surgery.
Appointments	You will be offered a routine face-to-face or telephone appointment with a doctor as soon as possible; urgent cases will be seen on the same day. Home visits will be made if there is a genuine inability to get to the surgery.	Please inform us as soon as possible if you are unable to attend your appointment so that we can give it to someone else. Please try and be punctual or inform us if you are running late.
Prescriptions	We will explain the likely effects of any drugs you are prescribed and will review your long-term medication at agreed intervals. We will endeavour to have repeat medication ready in 3 working days of it being requested.	Do not expect a prescription every time you visit a doctor. Please ensure that you need medication before re-ordering and do not stock pile old medication, bring it to us for safe disposal.
Medical Records	We aim to maintain accurate medical records. You have the right to access your own medical record, we ask that you do this by registering for our online access service.	You will be asked to provide ID when registering for the online system to access your medical record. Please inform us of any changes in personal details such as telephone number or address. If you move out of the practice area, we may suggest that you register with another practice nearer to your new address.
Your Health	We aim to provide the highest standard of care and will offer advice and information about how you can promote good health for you and your family.	You are responsible for your own health and that of your family. Think seriously about your lifestyle and habits that may be affecting your health.
Complaints Procedure	We wish to provide a good service and improve it where possible, we therefore welcome constructive comments. If you feel you have cause to complain please contact the Practice Manager.	We ask that you contact the Practice Manager in the first instance with any complaint that you may have, and we will deal with your concerns promptly.