

Manor Park Medical Centre (MPMC)

Manor Park Medical Centre, 2 Lerwick Drive, Slough, Berkshire, SL1 3XU

MPMC Patients Charter

Version Control

Audit trail for the change(s) made to this document:

Version	Date	Author	Brief Description	Next Review
0.3	29/11/2022	KS-SA	Yearly Update – PPG to review First PPG review 2014	Next Due – November 2023

Distribution

Audit trail for the distribution of this document.

Version	Date	Distributed by	Distributed To
0.3	30/11/2022	<i>Samreen Aslam On behalf of Dr Sadhra MPMC Policy Lead</i>	All Clinical Staff All Nonclinical Temp/ Locum staff Uploaded on Clarity PPG











Manor Park Medical Centre (MPMC)

Manor Park Medical Centre, 2 Lerwick Drive, Slough, Berkshire, SL1 3XU

MPMC Patients Charter

The **Charter** sets out **patients** 'rights in the NHS and the standards of service they can expect to receive in areas addressing, among others, waiting times; information about services and treatment; and privacy and dignity of the **patient**.

Our commitment to you:

-  Our aim is to provide a personal, friendly, professional, and confidential service
-  We will treat all patients equally with dignity and respect
-  We aim to support patients in leading a healthier lifestyle and provide information so that an informed choice can be made
-  We aim to keep patients informed of your services, their rights and any other information which directly affects health treatment
-  We will listen to you and involve you in decision making regarding your treatment options
-  We will offer access to our services in line with the patients' assessed needs
-  We will keep abreast of advancements by attending regular training sessions and updates
-  We will monitor and improve our systems to ensure we operate as efficiently as possible within the resources available to us
-  We operate a practice complaints procedure which may be used in confidence
-  We welcome and consider all feedback from patients and make best use of our Patient Participation Group (PPG) when making decisions that affect our patients

Manor Park Medical Centre (MPMC)

Manor Park Medical Centre, 2 Lerwick Drive, Slough, Berkshire, SL1 3XU

Please help us to help you

- ✚ Please keep appointments made or cancel in plenty of time so another patient may benefit from the appointment
- ✚ Only request a house call if too ill to attend the surgery
- ✚ Follow up on your test results a week after your test: should there be any serious abnormality you will be contacted by us promptly
- ✚ Follow up on a referral made if you have not heard back within the timescale advised
- ✚ Report to the receptionist or use the automated patient check-in on the wall facing the front entrance, on arrival for your appointment
- ✚ Bear with us if there is a delay – this is likely to be due to another patient needing additional time or an emergency: we will try to keep you informed of anticipated delays
- ✚ Use our service responsibly and do not expect immediate treatment for non-urgent/routine conditions
- ✚ Utilise the services of other professional surgery staff – the GP is not necessarily the most appropriate clinician to see
- ✚ Use other avenues of help – Pharmacy, NHS Choices, Patient Online where appropriate
- ✚ Allow sufficient time for processing repeat prescription requests and do not pressure staff to process unauthorised medication requests
- ✚ Keep us informed of any name, address and telephone number changes
- ✚ Treat us with respect, we will not tolerate verbal or physical abuse

'Zero tolerance' towards violent

The practice operates a policy of 'zero tolerance' towards violent, abusive or threatening behaviour and any person behaving in this way can expect to be removed from the practice list. You should always treat NHS staff and other patients with respect and recognise that causing a nuisance or disturbance on NHS premises could result in prosecution.