

Our aims are to offer the highest standard of health care and advice to our patients with the resources available to us.

We have a team approach to patient care and endeavour to monitor the services provided to patients to ensure that it meets current standards of excellence.

We are dedicated in ensuring that all staff and doctors are trained to the highest level and we aim to provide a stimulating and rewarding environment in which to work.

- You will be treated with courtesy and respect by all Practice personnel.
- An urgent appointment with a Doctor or Nurse Practitioner will be available on the same day.
- Our standard is to see 80% of patients within 20 minutes of their appointment time. If you have waited longer than this please ask the Receptionist for an explanation.
- We aim to answer the telephone within six rings.
- An appointment with a Practice Nurse will be available within three working days.
- Requests for repeat prescriptions will be dealt with within 48 hours. This must be done in writing either in person, via our website or by fax.
- All comments and suggestions about the service are welcome. Please use the box provided in the waiting area.
- If you have a complaint please speak to any member of staff. Your complaint will be dealt with in a professional and efficient manner.
- We wish to make Mawsley Surgery as accessible as possible. If you have hearing, visual or physical difficulties please let the receptionist know so that we can enable you to fully use our services.

Patients' Rights to General Medical Services

- Every patient registered with the practice has a right to be seen by a Doctor. Patients wishing to see a particular Doctor may have to wait longer
- To have appropriate drugs and medicine prescribed.
- To be referred to a consultant acceptable to them when they and their GP think it is necessary, and to be referred for a second opinion if they and their GP think it is advisable.
- To have access to their health records, subject to any limitations of the law, and to know that those working for the NHS are under a legal duty to keep those records confidential.
- A patient has the right to request a home visit, but it is the Doctor who decides what course of action is most appropriate.
- To receive a copy of their doctors practice leaflet, setting out the services that they provide.
- To receive a full and prompt reply to any complaints they make about the care they receive at Mawsley Surgery.

Patients' Responsibilities

- If you would like to join our Practice, then it is part of our Practice Policy that you must attend for a New Patient Check before we add you to our patient list.
- If you are unable to attend for any of your appointments please let us know in advance so that we can offer it to someone else.
- If you are late for your appointment you may be asked to rebook at another time. Try to let us know in advance if you are going to be unavoidably delayed, so that we can make alternative arrangements to help you.
- A home visit should only be requested for those who are unable to come to the surgery because of serious illness or infirmity. Please ring the surgery before 10:00am if possible.
- An urgent appointment is for an urgent medical problem. Please speak to the Receptionist if you require a sick note or repeat prescription.
- We would ask you to be patient if the Doctor is running late. This is often due to unforeseeable emergencies but please ask for an explanation from the Receptionist.
- Please make a separate appointment for each patient that needs to be seen. This allows the Doctor enough time to treat each patient with the time that they deserve.
- Please act in a responsible and courteous manner whilst on the Practice premises for the safety and comfort of others.
- Please treat all surgery staff, fellow patients, carers and visitors politely and with respect. Violence or verbal harassment will not be tolerated or accepted, and you may be asked to register at another surgery if this behaviour occurs.
- It is your responsibility to ensure that you inform us of any changes to your address and contact numbers as soon as possible.