**Practice Mission Statement**

* You will be treated as a partner in the care and attention you receive
* You will be treated as an individual and will be given courtesy and respect at all time, irrespective of your ethnic origin, religious belief, personal attribute or the nature of your health problems
* Following discussion you will receive the most appropriate care, given by suitable qualified people. No care or treatment will be given without your informed consent
* You have the right to see your health records, subject to any limitations in the law, which will be kept confidential
* We will give you full information about the services we offer. Every effort will be made to ensure you receive the information which directly affects your health and the care being offered
* It is our job to give you treatment and advice. In the interest of your health, it is important for you to understand all the information given to you. Please ask questions if you are unsure of anything
* We will provide you with information about how to make suggestions, comments or complaints about the care/service we provide
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* We want to improve services, we will therefore welcome any comments you have

**With these rights come responsibilities and for the patients this means**:

* Courtesy to the staff at all times - remember they are here to help you
* To attend appointments on time or give the practice adequate notice that you wish to cancel. Someone else could use your appointment.
* Please be ready to tell us details of your past illnesses, medication, hospital admissions and any other relevant details
* An appointment is for one person only - where another member of the family needs to be seen or discussed, another appointment should be made
* Patients should make every effort when consulting the surgery to make best use of nursing and medical time - home visits should be medically justifiable and not requested for social convenience.
* When patients are asked to give 48 hours notice for repeat prescriptions, please give us this time as it is to allow for accurate prescribing.
* Out-of-hours calls (e.g. evenings; nights & weekends) should only be requested if they are felt to be truly necessary.