

Jorvik Medical Practice
Woolpack House
The Stonebow
York
YO1 7NP



South Bank Medical
Centre
175 Bishopthorpe Road
York
YO23 1PD

Tel: 01904 724 343
Fax: 01904 633 881

Tel: 01904 724 343
Fax: 01904 672 938

www.jorvikmedicalpractice.co.uk

PATIENT'S CHARTER

For Patients of the Woolpack House Surgery and South Bank Medical Centre

This practice is committed to high quality health care for all its patients and has agreed the following:-

1. Patients register with the practice and can be treated by any of the doctors.
2. All staff will seek to respect the dignity, privacy and religious and cultural beliefs of patients.
3. Patients can be assured that all contacts with the Practice are kept confidential.
4. Patients have a right to see their health records subject to any limitations in law.
5. All patients will be offered a health check on first joining the Practice.
6. All consultations are by appointment. If a patient needs to be seen urgently, they will be seen the same day. If the need is not urgent, we hope to offer an appointment within 48 hours.
7. Home visits are made when a patient is too ill to attend the surgery. To ensure a visit the same day, requests for a visit should be made before 10.00 am. Urgent problems will prompt an immediate response.
8. Staff involved with patients will wear name badges and identify themselves on the telephone.
9. Patients may be referred for a second opinion if this is agreeable to them and their doctor.
10. Patients have a right to be referred for a consultant opinion where appropriate and the referral letter will be sent at the earliest appropriate time.
11. Patients will have appropriate treatment prescribed and will be encouraged to take responsibility for their own part in their care.
12. A patient may have a relative, friend or a member of staff present during a consultation if they wish.
13. A patient may choose whether or not to take part in medical student training or medical research.
14. Patients aged 75 and over can expect to be offered a health check where appropriate.
15. If a patient has cause for concern or complaint about any aspect of the services provided by the Practice, they are free to approach the Practice Manager, Mrs D Homer. A response will be made within 7 days.
16. Practice leaflets detailing all the services offered by the Practice are available at the reception desk.

DR M. WENDY EVANS | DR DAVID S. FAIR | DR DAVID C. HARTLEY | DR JULIA M. ALEXANDER |
DR W. JOHN LOCKETT | DR NICOLA J. GILL | DR ANTHONY C. PEGRUM | DR J. BENJAMIN
SHORTEN | SALARIED GP DR RACHEL GRAINGER | PRACTICE MANAGER MRS DANA HOMER

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17. The Practice is committed to providing premises which are appropriate for modern medical practices. Both surgeries are designed to cater for disabled and wheelchair-bound patients.

Help Us to Help you

1. If you are unable to keep your appointment, please let us know as soon as possible to allow us to offer that appointment to someone else.
2. Please let us know if you change your name, address or telephone number, together with the names of all those to whom these changes apply.
3. Only request home visits if you are too ill to come to the surgery.
4. If you would like telephone advice from a doctor, please ring the surgery.
5. If you need a repeat prescription, please request it one week before you need it. If you wish to collect it from the surgery, please give us 2 working days notice.
6. If you need a medical examination for insurance, HGV licence etc, please tell the receptionist so that an appropriate length of appointment can be given.
7. If more than one member of your family needs to be seen, please book an appointment for each person.
8. It would be helpful if patients were not late for appointments. We cannot guarantee that patients who are late will be seen in that session.
9. For urgent appointment outside our normal surgery hours, please call the Out of Hours service on 0845 0568060
10. Practice staff are here to help you. Please treat them as you would wish to be treated yourself.

To help us monitor how well we are keeping to the Charter, we would be very grateful if you could draw to the attention of staff, any areas where we do not fulfil our promises.

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