

Patients' Charter

GLOUCESTER ROAD MEDICAL CENTRE

TRAMWAY HOUSE, 1A CHURCH ROAD, HORFIELD, BRISTOL BS7 8SA



Dr Anne Mitchell	MBBS (London 1984), DCH, MRCGP, DFRSH
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Dr Michelle Weinstock	BMBS (Nottingham 2006), MRCGP, DPD, DRCOG, DFRSH
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Dr Joanna Williams	BMBS, Nottingham 2000, MRCGP
Dr Frances Wood	MBBCh (Wits, South Africa 1997), BSc, MRCGP, DCH, DRCOG, DFRSH
Mrs Judy Holbrook Business Partner	MA, DMS

Our Commitment to you

Gloucester Road Medical Centre is committed to providing its patients with the highest quality service. This is best achieved by working together - Help us to help you.

All patients will be treated as individuals and given courtesy and respect at all time regardless of age, sex, religious beliefs and ethnic origin.

We will respect our patients' privacy, dignity and confidentiality at all times. Anything that is discussed with a doctor, nurse or receptionist and anything written in patients notes is kept secure and confidential. Patients or other parties may request to view medical records, subject to limitations of the law, and all initial enquiries must be made in writing.

The doctors, nurses and other health care workers at Gloucester Road Medical Centre will discuss with patients the most appropriate care and if necessary make a referral to other doctors and nurses, with the patient's agreement and understanding.

Our clinicians will endeavour to help patients to understand their own health and illness. This includes understanding any treatment and its side effects, how to prevent illness from returning or worsening and advice on ways the patient may treat themselves without the help of a doctor (self-care).

The practice is committed to striving towards improving the quality of care given to our patients by working with other health professionals from the community trust, hospitals, social services and voluntary services.

The doctors endeavour to see their patients on time, but, at least, within thirty minutes of their appointment time. However should there be an additional delay you will be advised of the reason by the receptionists.

We will do our best to ensure that our surgery building is welcoming, clean, safe, easy for patients to find their way around and appropriate to the needs of users, including the disabled.

Patients who request to receive urgent medical attention during the day will receive prompt medical assistance within 1-2 hours. This may be provided as either a telephone consultation, surgery appointment or a home visit.

Routine appointments can be secured either by phone, online or by visiting the Practice. We will endeavour to offer an appointment with a GP of your choice.

All patients suffering from a Chronic Disease will be offered regular reviews.

When changes are introduced to practice procedures that affect patients, we will ensure that these are clearly explained, and full details will be available on our

surgery website or available through the practice e-forum. We will also provide this in paper form in the waiting room.

When the surgery is closed, we will do everything possible to ensure that our system for obtaining medical advice is easy to follow, reliable and effective.

What we ask of you

Please:

Be courteous to our staff at all times - remember they are doing their best to help you.

Respond in a positive way to questions asked by the reception staff.

Attend appointments on time or give the practice adequate notice that you wish to cancel. Someone else could use your appointment!

Be aware that an appointment is for one person only and is 10 minutes long - where another member of the family needs to be seen or discussed, another appointment should be made so that other patients are not kept waiting.

Understand that your doctor will endeavour to deal with one main issue within the appointment time and may ask you to make a further appointment. If you have more than one problem to discuss, please ask for additional time when you book.

Try to allow 48 hours notice for prescription requests to enable us to process your query.

Always contact the surgery for advice and help in the first instance, especially when we are open. Please only use the local A&E departments in case of an immediate emergency i.e. cardiac or breathing problems. Pharmacists may be able to advise you as well e.g. for conjunctivitis or colds. When the surgery is closed, dialling our surgery number will connect you to the out of hours GP.