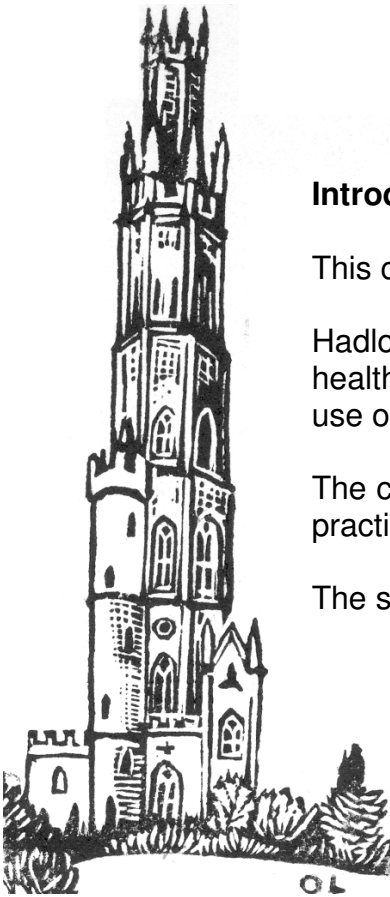


Patient charter



Introduction

This charter should be read in conjunction with our Practice Leaflet.

Hadlow Medical Centre exists to provide high quality family healthcare to patients who live in our practice area, making the best use of available NHS resources.

The care of your health is a partnership between yourself and the practice team.

The success of that partnership depends on a number of factors:

Establishing a shared responsibility to prevent problems whenever possible, before they occur.

- Having a clear understanding of each other's needs.
- Developing regular feedback on how you feel about our services, positive as well as negative.

We will strive to deliver excellent standards of patient care in our practice.

- To be courteous and responsive.
- To treat all patients with dignity and respect.
- To respect your privacy and confidentiality.
- To be open and honest in our dealings.
- To deal with your requirements as quickly and effectively as possible.
- To do our utmost to match your needs with the best available care.
- To provide you with a clean and comfortable environment.
- To deal with requests and feedback promptly and professionally.
- To invest in staff training and development in order to better meet your needs.

In order to achieve these high standards we need your support and cooperation.

- To be courteous and respectful to our staff.
- To be flexible and accommodating of our recommendations.
- To attend appointments promptly.
- To inform us of any changes in personal circumstances.
- To respect the privacy and confidentiality of other patients.
- To provide us with constructive feedback when you feel we have not met your needs.