

## Patient and Practice Partnership

As a Practice team, we are committed to giving you the best service that we can. This can be achieved most effectively by your working together with us in partnership. We constantly review the way we work to improve the service and make best use of our limited resources.

We offer a flexible range of appointments to help manage the needs of our population. It is important that you help us find the most appropriate appointment for you by giving us an indication of your need when you contact us.

Rapid access will be given to genuine medical emergencies.

We would welcome any comments or suggestions you may have regarding our service.

### We will aim to

- Listen to you and treat you individually and with courtesy.
- Direct you to the team member who will be most appropriate for your particular need.
- Start and run our clinics on time and keep you informed of significant delays.
- Process prescriptions within 3 working days and medical paperwork within 10 working days.
- Answer the phone as quickly as we are able.
- Provide you with information about our services, your illness and how you can help yourself.
- Be familiar with your ongoing health needs.

### You should aim to

- Be polite and courteous to all members of the team and to other patients.
- Give us sufficient information about your needs.
- Use your 10 minute appointment effectively by
  - Arriving on time
  - Prioritising your problems
  - Asking beforehand if you think you will need a longer appointment
- Try to plan ahead.
- Call before 11am if you need an urgent appointment that day or a home visit.
- Avoid busy times, such as first thing in the mornings, for non-urgent queries.
- Always allow 2-3 working days for prescription requests and notify us of any paperwork requests as soon as possible.
- Bear with us when urgent medical needs cause unforeseen delays to clinics or paperwork.
- Be partners with us in your own healthcare:
  - Take responsibility for your own health
  - Live a healthy lifestyle
  - Use our resources appropriately
  - Listen to and try to follow the advice that we give
- See the same doctor whenever possible.

In keeping with the NHS policy of "zero tolerance"

We will not accept verbal abuse, bullying, harassment or intimidation of any team member.  
Patients whose behaviour we find threatening will be removed from the Practice list.

**Practice phone number: 0118 966 9333**

**Health advice is also available from: NHS 111 Service**

**[www.brooksidegrouppractice.co.uk](http://www.brooksidegrouppractice.co.uk)**