

Wallingbrook Health Group

Chulmleigh • Winkleigh

Dr Diana Wielink • Dr J E Timothy Burke • Dr Will Sherlock • Ms Karen Acott
Dr Ian Guildford • Dr Deepun Gosrani • Dr Liz Wilson-Smith • Dr Rhiannon Starks

Patients' Charter

Our aim is to work with our communities to provide the highest quality of healthcare possible and to promote healthy living; recognising that each individual's health and wellbeing are of equal importance.

About us:

We are a close knit team led by a partnership of 7 GPs and a Pharmacist. We are proud of our Practice and share a sense of vocation, working to the best of our ability to improve the health of the community and giving priority to those with the greatest Clinical needs.

We are all committed to maintaining up to date knowledge and skills and working within the boundaries of our competence. We aim to provide evidence based care and work collaboratively with colleagues within our team, our attached community team and secondary care providers.

We have a respectful approach to Patients. We try to promote independence and to empower patients and promote healthy lifestyles.

We have high standards of integrity and do not accept drug company sponsorship.

This charter sets out what you can expect from us.

Continuous Quality Improvement

- *We will monitor our charter standards and publish results annually.*
- *We will undertake audits of our work to maintain high professional standards.*
- *We will undertake a patient satisfaction survey annually and meet with the ****Patient Participation Group (PPG)** to discuss the results.*
- *We will meet regularly to discuss any significant events highlighted by complaints, unexpected deaths or "near miss" events identified by team members, so that learning takes place.*

Premises Which Are Fit For Purpose

- *We are based at 2 sites. The Wallingbrook Health Centre premise is purpose built and modern. The Winkleigh surgery is a branch surgery.*
- *All our premises will be welcoming and accessible to all users.*
- *All our premises will be maintained so that they are clean and safe and fit for purpose based on national standards.*
- *All our premises will allow patients' privacy to be respected.*

Correspondence to: Wallingbrook Health Centre, Back Lane, Chulmleigh,
Devon, EX18 7DL. Tel 01769 580295. Fax 01769 581045

VAT Registration Number 879082282

*Please note that all calls to and from the surgery are recorded and may be monitored for quality and training purposes.

"Together we build happy, healthy communities"

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Openness, Respect, Confidentiality and No Discrimination

- *You can view your personal health records by arrangement.*
- *All staff will treat you with courtesy and respect.*
- *All staff will sign a confidentiality agreement.*
- *You will not be discriminated against on the grounds of gender, race, religion, belief, sexual orientation, disability or age.*

Preventative Health Care

- *We will take part in NHS vaccination programmes and monitor uptake.*
- *We will take part in NHS screening programmes and monitor uptake.*
- *Patients may arrange a health check on joining the practice and annually thereafter with a Health Care Assistant.*
- *All patients can access the "MOT" bay in Wallingbrook where you can check blood pressure, height, weight and breathing performance (FEV1).*

High Quality Efficient Prescribing

- *For your safety we prescribe wherever possible from the local formularies of drugs so that we use drugs which are cost effective for the NHS and familiar to us and our local secondary care colleagues.*
- *We will regularly monitor and audit our prescribing.*
- *We will provide monthly prescriptions on a repeat basis for up to one year where appropriate.*
- *Repeat prescriptions will be available within 2 working days from all sites available for chemists to dispense according to their timescales.*
- *Repeat medication can be collected within 2 working days in Chulmleigh, 3 working days in Winkleigh and 1 working week in Dolton.*

Quality Care For Those With Long Term Conditions

- *Those with long term conditions requiring regular medication will be reviewed annually by a Nurse Specialist, Pharmacist or their usual GP.*

Prompt Referrals

- *We will make urgent referrals to other health and social care agencies within one working day of the decision to refer.*
- *We will make routine referrals to other health and social care agencies within five working days of the decision to refer.*
- *We will make referrals to a Private rather than NHS consultant without charge, if you choose private secondary health care.*

Appropriate Tests and Investigations

- *We will try to arrange tests and investigations at a convenient location for patients.*
- *Blood tests will be provided on normal working days in all premises.*
- *ECGs, breathing tests (spirometry), 24 hour ECG and Doppler tests will be provided in the main surgeries by arrangement.*
- *Blood pressure machines will be available on loan for home monitoring.*
- *We will inform you about which tests have been requested and how to obtain results.*

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An Efficient Appointment System

- *We aim to provide efficient access to an appropriate health professional in a timely way. You can make an appointment for a telephone or a face to face consultation with a Doctor, a Nurse Practitioner, a Practice Nurse or a Pharmacist.*
- *For an urgent problem you can expect to be offered an appointment on the same day with a Doctor or Nurse Practitioner.*
- *For routine matters you can expect to be offered an appointment with your usual Doctor within **five** working days (depending on the GP's working pattern and location requested).*
- *For a routine consultation with a Practice Nurse you can expect to be offered an appointment within five working days.*
- *If you are unable to attend or speak to a Doctor in the normal working day you can make an appointment in an evening surgery.*
- *We aim to start all surgeries on time.*
- *We aim to see patients within **thirty** minutes of their appointment time.*
- *If there is an unavoidable delay we will offer an explanation.*
- *If a Doctor is called away on an emergency you will have an opportunity to book an alternative appointment.*

Home Visits Where Appropriate

- *We will provide home visits by arrangement with the GP for the housebound.*

Information About Changes To Procedures

- *When changes are proposed to Practice procedures that affect patients, we will consult with the Patient Participation Group.*
- *We will publicise changes widely (for example by means of a waiting room notice board, village magazines, our website and individual leaflets).*

We Welcome Feedback

- *If we provide good service we'd like you to tell us. If we fail to live up to expectations please tell us. We learn from any critical comments. If you feel you need to make a formal complaint you are entitled to have it dealt with efficiently and investigated properly.*
- *We will acknowledge any written complaint within 3 days.*
- *We will investigate the complaint and if necessary meet with you at the earliest opportunity to discuss your concerns in line with the NHS complaints policy.*
- *If not resolved it can be referred to the Patient Advice and Liaison Service (PALS) and then to the Parliamentary and Health Service Ombudsman.*

In Return We Ask You To:

- *Treat staff with courtesy and respect.*
- *Make an appointment of appropriate length (2 patients = 2 appointments!)*
- *Attend appointments on time or give the practice reasonable notice of delay or cancellation.*
- *Be prepared when making an appointment to give receptionists some indication of the problem you need help with. This enables them to make sure they provide an appropriate appointment with a clinician. If it is sensitive it is quite sufficient to say that it is "personal" but GPs and Nurses find it*

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helpful to have some idea in advance of the nature of the problem.

- *Always contact us to find out the results of any tests performed (preferably after 2pm when the telephones are quieter).*
- *Take prescribed medication as instructed and attend for any monitoring tests.*
- *Recognise that you can make a significant contribution to your own and your family's good health and wellbeing and take some personal responsibility for it.*
- *Provide feedback both positive and negative about the care which we provide.*

****Patient Participation Group (PPG)**

The Patient Participation Group is a voluntary body, which aims to provide feedback on patients' needs, concerns and interests. Full details on website or via dedicated notice boards at the surgeries.

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