



The MWH Practice

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The MWH practice patient charter

Our charter:

- Our charter is a statement of what you can expect from our practice, this includes services we provide, integration with the local community and external services which we are involved with

Our Commitments

- The MWH practice will provide our patients with the best possible care
- The MWH practice will treat all patients equally and will not discriminate on the grounds of identity, race, sexual orientation, religion, disability or age.
- The MWH practice will consistently take patients feedback into consideration and involve patients in providing services that respond to patient's needs.

Appointments

- The MWH practice will be consistently reviewing the number of appointments that we provide on the basis of appointment demand to ensure that we are meeting the needs of the patients we serve
- The MWH practice will ensure that we are constantly reviewing patients' needs and ensuring that they are prioritised allowing us to provide patients with the most appropriate care or other response from the right members of the team. We at present are piloting a triage system which should ensure that the patients are being seen by the most appropriate members of the practice and will include signposting or referring patients to other appropriate services
- The MWH practice will ensure that all patients are assessed according to need in the same way regardless of the way they are contacting us
- The MWH practice will provide a variety of different ways of seeing clinicians including face to face, online and over the phone.

- The MWH practice will consistently review all our online platforms including our cloud based telephone systems, booking systems and websites to ensure that patients' needs are being met.

Signposting

- At The MWH practice our staff play an important role in signposting to services for patients – these roles can both be in advocacy and support which can help patients feel empowered to take action to support their own health and wellbeing. The MWH practice will provide clear examples and explanations to patients of the other services available and why we are advising the patients to go there, examples of this include NHS 111, redirection to Accident and emergency/UCC, pharmacy and pharmacy first services, mental health numbers such as the crisis team, first contact physio, mental health Nurse and other relevant resources.
- The MWH practice commit to share information on other services and practice roles through a number of avenues such as practice information screens, posters, social media, leaflets etc.

Digital services

- The MWH practice will offer and promote the following to our patients:
 1. An online consultation tool – which you will be able to use during our opening hours 08:00 – 18:30
 2. A secure electronic communication method
 3. An online portal to provide and update contact information.
- The MWH practice will ensure that all of our patients can access and use our digital platforms should they choose to do so

The practice website

- The MWH practice are committed to developing a website not just to show information but provide an area where patients can interact and complete tasks such as registering with the practice, seeking information such as the practice address and telephone number, finding opening and closing times, to have the ability to provide feedback on experiences patients may have and updating contact information

- Online forms more commonly called E-consults are available via the practice website and through the NHS app which patients can also use to request appointments and administrative duties to be performed.

Communication and information

- The MWH practice will strive to communicate clearly
- The MWH practice will continue to provide updates on referrals, test results and necessary follow up actions as required
- The MWH practice will give you access to your medical records including viewing of test results and care plans in line with NHS guidelines.

Continuity of care

- The MWH practice will continue to provide you with a named GP which will be allocated to you when you register, and should you require we will strive to ensure that you see the same GP or healthcare professional should you require.

Health Inequalities

- The MWH practice is committed to identify and provide services that support equal services to all our patients with the aim of helping and reducing health inequalities related to any form of access.

Language and communication barriers

- The MWH practice commit to ensure that patients are able to access our primary care service that ensures that their language and communication needs are met and do not prevent them from receiving the same quality of care as others. This includes reasonable adjustments such as interpretation, learning disabilities, stammering, communication and physical needs will all be met by The MWH practice.

Registration rights and eligibility criteria

- The MWH practice promises to register patients and we can register any and all patients without the need of identification. We may at a later time ask for supporting documentation if we need to in regards to registration but at the point of registering we will not need any documents. We will register patients within 3-5 working days and you will receive an appointment for a new patient health check upon registering with the practice.

Longer appointments

- The MWH practice will review and adjust patients appointments length if they need more time with a doctor or nurse to ensure they understand all the information that they have been given.

Patient involvement

- You can expect clear information about your treatment options, any risks or benefits so that you can make informed decisions in partnership with healthcare professionals such as GPs and Nurses.

LGBTQIA

- The MWH practice commits to ensure that the experiences of LGBT people accessing primary care is consistently improving. We recognise the royal college of general practitioners guidelines in regards to commitment to LGBT excellence

Veterans

- The MWH practice is committed to supporting veterans and will consistently work towards improving our identification of these individuals and work to understand their needs appropriately.

Training

- The MWH practice ensures that all of our staff especially those who interact with patients on a daily basis have the necessary training to recognise and understand addressing both health inequalities and support patients who face issues with communication, literacy and other challenges and ensure that they are accessing primary care in the best way possible.

Feedback, complaints and redress

- The MWH practice welcomes feedback and is consistently looking into how to improve our services. Details on how to provide feedback will be clearly displayed and are easily accessible to patients and are encouraged.
- The MWH practice will explain how to make a formal complaint and what steps will be taken to ensure that your concerns are addressed appropriately. Leaflets can be provided to patients if so required.

- In the first instance any unresolved issues should be raised with the practice manager.

If concerns remain unresolved you have the right to escalate to the local Integrated Care board within the integrated system or to the parliamentary and health service ombudsman.

Safer Surgeries

- The MWH practice commits to removing barriers to healthcare access for all individuals regardless of circumstances. The initiative is especially focussed on supporting migrants and those in vulnerable situations due to lack of identification, proof of address and language barriers.

Patient responsibilities

- The MWH practice requests that if you are booking an appointment that you ensure that you attend. If you cannot attend your appointment then to let us know as far in advance as you can so we can allocate that appointment to someone else.
- The MWH practice requests that patients must arrive on time for scheduled appointments.
- The MWH practice requests that you keep us updated with your up-to-date contact information (address, phone number, next of kin information and email address)
- The MWH practice requires patients to be respectful and treat all staff and fellow patients with respect and courtesy. Physical or verbal abuse will not be tolerated and may result in you being struck off our register.
- The MWH practice requests that all patients help with maintaining a safe and calm environment for everyone attending the practice.
- The MWH practice requests that you are honest and provide complete and accurate health information including what medications that you are taking and any other services you may receive.