

Out of Hours Emergencies:

We will do everything possible to ensure that our system for contacting the duty doctor is easy to follow, reliable and effective. During out of hours when the surgery is closed, patients should call 111; unless it is an emergency then you should call 999.

Waiting Times:

- Surgeries will normally start on time
- We expect patients to be seen within twenty minutes of their appointment time, and in the event of a delay we will offer an explanation
- When a doctor is called away on an emergency, we will inform the patients and give them an opportunity to book an alternative appointment, or if preferred, to be seen by another doctor
- The Practice will make an active effort to relate any delays with the clinicians to patients, by displaying a message on the patient call board.

With these rights come responsibilities and for the patients this means:

- Courtesy to the staff at all times – remember they are working under doctors' orders
- Responding in a positive way to questions asked by the reception staff
- To attend appointments on time or give the practice adequate notice that they wish to cancel. Someone else could use your appointment!
- An appointment is for one person only – where another member of the family needs to be seen or discussed, another appointment should be made and the Medical Record be made available
- Patients should make every effort when consulting the surgery to make best use of nursing and medical time – home visits should be medically justifiable and not requested for social convenience
- When patients are asked to give 2 working days for repeat prescriptions, please give us this time as it is to allow for accurate prescribing
- Out of hours calls (e.g. evenings, nights and weekends) should only be requested if they are felt to be truly necessary
- To inform the practice of any changes in personal circumstances, i.e. address, telephone number etc

Patients' Charter

Ancora Medical Practice

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ALL MEMBERS OF THE SURGERY PRIMARY CARE TEAM ARE DEDICATED TO A QUALITY POLICY TO ACHIEVE HEALTH SERVICES WHICH MEET THE PATIENTS' REQUIREMENTS

Practice Leaflet

All new patients will receive a copy of our practice leaflet and copies will be displayed at the reception desk.

Surgery Premises

Our surgery building will be welcoming, easy for patients to find their way around and appropriate to the needs of users, including the disabled.

Patient's rights to General Medical Services

Patients have the rights to:

- Be registered with a General Practitioner
- Change doctor if desired
- Be offered a health check on joining the practice
- Receive urgent care at any time from the practice
- Receive appropriate drugs and medicines
- Be referred for specialist or second opinion if they and the GP agree
- Have the right to view their medical records, subject to the Acts and associated procedure, and to know that those working for the NHS are under legal obligation to keep the contents confidential

Changes to procedures:

When changes are introduced to practice procedures that affect patients, we will ensure that these are clearly explained, by means of a brochure; waiting room noticeboard or individual leaflets, giving as much notice as possible.

Repeat Prescriptions

To ensure the best possible knowledge of your personal health, these will be signed by your usual GP wherever possible. Please allow 48 hours from submission of request to collection.

Referrals

- Urgent referrals to other health and social care agencies will be made within one working day of the patient consultation. Where requested, our GPs will refer you to a private health provider
- We will aim to process non-urgent referrals within five working days of the patient consultation or the doctor's decision to refer.

Test results

When a doctor or nurse arranges for a test to be taken the patient will be informed how to obtain the result. Results are normally available after 2 pm the following day, after the practice has received the results.

Transfer of Medical Records

The Practice will endeavour to dispatch any medical record required by the Health Authority within seven working days and same day if the request is urgent.

Privacy and Confidentiality

We will respect our patients' privacy, dignity and confidentiality at all times.

Appointments

With a doctor: For routine consultations we will endeavour to offer patients an appointment within two working days of the request. For medically urgent requests, we will offer an appointment on the same day.

With a Practice Nurse: For routine appointments we will offer an appointment within five working days.

With a specialised clinician: For routine appointments we will offer an appointment within five working days. If there is a delay in the appointment wait (when you arrive) of more than 20 minutes we will let you know.

We are happy to update you on any delay situation if you feel that you have been waiting too long.

Home Visits

We are unable to guarantee a specific doctor will visit you as this depends on availability and other factors. The decision to home visit will be at the doctors' discretion and should not be requested for social convenience.

Over 75's

All patients who are 75 years old or over will be allocated a named GP; this does not restrict which GP you can see as all our GPs will still be available.

Extended Hours/Access

A small number of appointments are available outside of 'normal' practice hours. Appointments must be made in advance and patients should be aware that they may be seen by a doctor at another surgery in the local area depending on availability.