



PATIENT PARTICIPATION GROUP – PPG

PATIENTS' CHARTER

Kingsmead Healthcare and its Patient Participation Group (PPG) are committed to ensuring that the Practice always provides the highest possible standard of health care to patients and supports all patients to remain healthy.

The Patients' Charter is a statement of what patients and carers can expect from the Practice and what patients and carers can do to ensure the best services.

The Practice and PPG want to work in harmony with all patients to provide the very best care and treatment for you, as a patient and your family.

Your support and engagement to create the services we all need are important.

The Practice and PPG are committed to the principle of equal treatment for all patients and oppose all forms of discrimination on the grounds of race, gender, religion, social class, age, sexual orientation, pregnancy, appearance, disability or medical condition.

The Practice and PPG aim to ensure that you or a person you care for will be:

- Treated as an individual, with courtesy and respect at all times.
- Provided with the most appropriate care, given by appropriately qualified clinicians, who will explain your condition and treatment programme to you in a clear and understandable way.
- Invited to work in partnership with clinical staff when you have complex medical problems.
- Offered a consultation within the shortest possible timescale, depending on clinical need.
- Offered a same day appointment if urgent care is required – however this may not be with the doctor of your choice.
- Provided with a home visit, if you (or the person you care for), are housebound or seriously ill - although the visiting GP may not be the Doctor of your choice. Prior to making a home visit, the Practice will seek brief clinical details from you about your condition, to enable the Doctor to better assess your need.
- Provided with Repeat Prescriptions within two working days.
- Informed when you arrive at the Practice of any delays beyond your appointment time.
- Given access to your Health Records without cost, in accordance with current legislation.
- The Practice will treat all your information and personal details in the strictest confidence.

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The Practice will ensure that:

- Your cultural and religious needs are respected and valued.
- Your ideas and suggestions for improvements to the Practice are carefully considered and implemented where possible.
- The premises are clean, comfortable and accessible to all, and have the facilities you need for the best possible care and treatment.

To enable the Practice to provide the best possible service you are encouraged to:

- Tell the Practice if you are worried or unsure about any aspect of your medical condition, treatment or medication.
- Arrive in good time for your appointment, and if you have to cancel an appointment do so well in advance.
- Contact the Practice prior to 10.00am (if possible) when you are seeking a home visit.
- Request your Repeat Prescriptions well in advance.
- Treat the Practice team with courtesy and respect at all times.
- Follow clinical advice and complete courses of medication and treatment prescribed by GPs and Practice Nurses.
- Co-operate with the Practice if you are asked to attend a clinic to monitor your health.
- Advise the Practice promptly of any changes to your name or address.
- Join the Patient Participation Group.

SUGGESTIONS, COMMENTS AND COMPLAINTS

The Practice:

- Welcomes suggestions, comments and any complaints you may wish to make and will use this feedback to improve the quality of the service provided to you.
- Is happy to receive comments in any form – face to face, by telephone, letter or by email. This allows a full consideration of your problem, suggestion or proposal. Forms are available from Reception for any comments or complaints you wish to make. Alternatively, you can write in confidence to the Practice Manager or to any of the doctors.
- Will ensure that you have any assistance you need to submit complaints, comments and ideas for service improvement, and that your complaints will be acknowledged within 2 working days.
- Will take any necessary corrective action to improve services and will ensure you are informed when improvements have been carried out.

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ACCESS TO MEDICAL RECORDS:

Please advise the Practice of your intention in writing, specifying clearly your requirements. More information is available on the Practice website www.kingsmeadhealthcare.co.uk

ROLE OF THE PATIENT PARTICIPATION GROUP

The PPG aims to:

- Give patients and practice staff the opportunity to meet and discuss topics of mutual interest.
- Advise the Practice of the patient perspective and provide insight into the responsiveness and quality of services provided by the Practice.
- Provide a means for patients to become more involved, and make suggestions for improvements to the healthcare services they receive.
- Explore issues arising from patient complaints and patient surveys.
- Contribute to action plans and help monitor improvements to the Practice.
- Help gather feedback from patients on proposed developments or changes to the Practice.
- Support health awareness and patient education.
- Carry out research into the views of patients and carers who use the Practice.
- Produce regular communications for patients and carers.
- Be a critical friend to the Practice.

Contact details:

Practice: The Practice Manager or the Deputy Practice Manager
PPG: Mrs. C Mehmed, Chair, Kingsmead Patient Participation Group
C/O Kingsmead Medical Centre, 4 Kingsmead way, London E9 5QG