

A patient guide to care at Quorn Medical Centre

We believe that good quality healthcare is based on a partnership. All our staff all have a role and a responsibility – and as a patient, so do you.

We listen and respond to what our patients want. But for us to make the most of this partnership and provide care that meets your expectations, we ask certain things of you.

Looking after yourself

We believe in preventive health. Try to live a healthy lifestyle that may prevent or delay the onset of disease.

Ask our clinical team about aspects of diet, exercise, smoking and self-medication that may improve your general well-being and help manage long-term conditions.

Booking an appointment

Call us on 01509 410800, pop into the surgery or use the 'contact us online' tab on our website. We aim to respond to online queries within 48 hours.

When you contact the surgery, we will ask for a description of your condition to help get you the right care. If you are happy to share that information with our Patient Co-ordinator, please be as clear and honest as possible, as this will help us to signpost you to the clinician or service which best meets your needs.

If you need treatment or advice, we can offer a face-to-face appointment or telephone consultation if preferred. We aim to offer you an appointment on the same day if medically urgent. If we have reached our capacity, we will advise you how to get urgent help. We may also offer a pharmacist or nurse appointment when appropriate.

We can only treat one person in each appointment. If another family member needs to be seen, they should make a separate appointment - although you can bring friends or family along to your appointment for support.

If you are too unwell to come to the surgery, we will arrange a home visit if appropriate. When the surgery is closed, we provide details of how to contact the out-of-hours service on our telephone message.

Call 111 for urgent help or 999 if you have a life-threatening emergency.

Coming for an appointment

Our surgery is welcoming and accessible to all users, including people with disabilities.

If your appointment is delayed, our reception staff will tell you the approximate waiting time- it may also be displayed on the whiteboard on the left-hand side of the waiting room wall. If you are unable to wait, you will be able to re-book your appointment.

If your condition gets worse whilst waiting, please contact our reception staff.

We ask you to:

- Arrive on time or ring to tell us if you are going to be late or need to cancel.
- Be polite to all staff. As a team, we work to guidelines and always do our best for our patients. We treat all patients equally, according to their medical need.
- Speak to all staff in a positive and open way. We do not tolerate abuse or violence.
- Show respect for others in the waiting area. Please do not use mobile phones or electronic games which distract others.

Getting the most out of your appointment

You can have a health check when you join the practice, receive urgent care, receive appropriate drug treatment and, if necessary, be referred for specialist care. You can ask to see your confidential medical records or request online access to view them. We will respect your privacy, dignity and confidentiality. You have the right to decline treatment.

We ask you to:

- Only discuss one condition in your appointment. Consultation time is limited.
- Be honest, clear and concise when describing your condition. Transparency will help us to give you a correct diagnosis and appropriate treatment.
- Ensure you understand the advice you are given. It may help to ask the following four simple questions:

What is my diagnosis? What is my treatment? When will I get better? What can I do?

We will give you professional advice and a course of treatment. It is your responsibility to stick to this advice and manage your condition. You may need to purchase some medications yourself over the counter, especially for mild conditions, such as coughs and colds.

If you need a referral for urgent specialist treatment, we aim to arrange the referral within 24 hours. Non-urgent referrals usually take up to five days. Our doctors can refer you to a private health provider if you ask.

After the appointment

It is important for you to stay involved in your treatment plan.

- If your symptoms persist, you should make a follow-up appointment.
- If you have had a test, we will tell you how to get the results. Results may take up to a week to come back, sometimes longer. You will be told when to ring the surgery.
- Repeat prescriptions are normally signed by your doctor and need to be ordered 72 hours before they are sent to your nominated pharmacy. Pharmacy collection times may be longer.

And if you are not happy with the care we provide...

We welcome comments about the care we provide. Most problems can be sorted out easily and quickly, often at the time they arise and with the person concerned. If your problem cannot be solved in this way and you wish to make a complaint, please let us know.

We have a practice complaints procedure endorsed by the NHS. We will offer you a clear explanation, an apology where appropriate and reassurance that steps will be taken to prevent the same thing happening again. We will always maintain your confidentiality.

Details of this procedure and your rights when you complain, are available at reception and on our website.

‘Patient wellbeing and safety will always be central to the service we provide’