

Your Responsibilities And Your Rights As A Patient

Thamesmead Medical Associates

"To improve the health, well-being and lives of those we care for"

Gallions Reach Health Centre Herongate Medical Centre
Bentham Road 1a Goosander Way
Thamesmead London Thamesmead London
SE28 8BE SE28 0ER
Tel: 0208-333-5000 0208-333-5050
Fax: 0208-333-5020 0208-333-5055
Website: www.thamesmeadmedical.org



Your Responsibilities

As a patient of this Practice, you too have responsibilities towards your Practice. The NHS aim is to provide a fair and honourable service to all of its patients as well as its staff. This leaflet aims to provide an explanation of your key responsibilities as a patient of this Practice.

Zero-tolerance

It is your duty to ensure you and anyone you bring into the Practice treat all staff members of this surgery with respect and courtesy. The practice operates on a Zero-Tolerance policy with respect to the safety and protection of all staff and patients.

Cancelling your appointment

If you no longer need your appointment or cannot attend for your booked appointment you must cancel your appointment in advanced well before your appointment time – please call our dedicated cancellation line on 020-8333-5019.

Keeping appointments

It is your responsibility to ensure that any appointments made by yourself are kept and attended on time. When you make an appointment please ensure you note it down. If you fail to attend appointments you will be informed in writing and could be removed from the practice list.

Your treatment

When you are being seen by a doctor you must be sure of the treatment that is being offered to you. If you are unsure of the treatment that we are providing to you then it is your responsibility to speak to a doctor until you are satisfied.

Family appointments

All appointments made are per person. If you require other members in your household to be seen by the doctor then all appointments must be made separately. If the appointment is not made then the doctor will not be able to see that patient – only the patient for whom the appointment has been made will be seen.

Medication

You should speak to the doctor about medication that has been prescribed to you. If you are unsure of the dosage, duration or the reason for the medication then please speak to the doctor before leaving, alternatively you may speak to the pharmacy. You must take the medication according to the instruction given.

Change of details

If you change your name, address or phone number, please provide the Practice with your new details. This will need to include change of name deed/marriage certificate and a recent utility bill as proof.

Medication reviews

If you are due for a medication review you are required to book an appointment before your review date in order to continue being prescribed your regular medication.

Special requirements

If you have any special requirements such as you have a carer, you care for someone yourself, you have any disabilities or impairments such as learning difficulties, hearing impairment etc you must notify the receptionist or Practitioner in order that arrangements can be made to assist you should you need or request additional services.

Your Rights

As a patient, you are obligated to know your rights and regulations; this leaflet aims to provide you with some key information on your rights as a patient of this surgery.

Your right to register with a GP practice

The practice catchment area is mainly located within the SE28. However if we do not accept to register you, then we will have reasonable grounds for doing so. These reasons will not have anything to do with Race, Gender, Social Class, Age, Religion, Sexual Orientation, Appearance, Disability or Medical Condition.

Treatment from a GP

You are entitled to treatment from a GP at the Practice where you are registered. You may also request to see a specific GP, but may have to wait longer. Treatment outside of your Practice hours is also provided for you, this service will be provided to you by Greenbrook Healthcare – accessible by calling 111.

Keeping and protecting information about you

All health and social care organisations including this Practice are registered with the information commissioner's office in accordance with the Data Protection Act 1998.

This means that your records are confidential and no details will be passed on to any person without your consent, except in very exceptional circumstances. This includes your relatives, spouse or anyone else unless you are unable to give consent yourself.

Accessing your medical reports and health records

You have the right to see most health records held about you, subject to certain safeguards. It is your right to be informed of the uses of your health records and medical reports; who has access to them and how you can arrange to see your records.

Right to hospital treatment

You cannot receive NHS hospital treatment without being referred by a Doctor unless you are attending Accident and Emergency Department or the Urgent Care Centre.

Patient consent

It is your right as a patient to choose not to have treatment by the Doctor. You will not be examined, given any treatment or procedure without your consent. There are some extenuating circumstances which you can speak to the Doctor about. When you visit our Practice this usually implies that you are consenting to treatment and an examination from your doctor. The GP will not act against specific instruction, so it is your responsibility to tell the doctor of your wishes.

New Patient Health Check

It is your right to have a new patient health check when you register with our Practice in order that we have up to date health and medication information about you. It is also a Practice requirement that all new patients are given a health check before registering.

