**Patients’ Rights & Responsibilities**

1. • People who are resident in the UK have rights relating to access to a GP.
2. • There are limited rights relating to referral on to other professionals.
3. • There are rights relating to access to one’s medical records.

**Right to a General Practitioner -** People who are resident in the UK have the right to be registered with a GP. You can choose which, however, the GP does not have to accept you nor provide any reason.

**Treatment from a GP** - You are entitled to treatment from a GP at the surgery where you are registered. You can request to see a specific GP however you have no automatic right to be seen by them.

**Treatment outside surgery hours** - All GPs must make sure that a service is provided for their patients when they are off duty. This service is provided by Care UK, and the phone is automatically diverted to the on call from 6pm – 8am Monday – Friday and 6pm Friday – 8am Monday.

**Home visits** – If you are housebound or are too ill to visit the GP practice you can request a home visit. You cannot insist that a GP visits you at home. A GP will only visit if your medical condition requires it and he/she will also decide how urgently a visit is needed.

**Second opinions** - You can ask your GP to arrange a second opinion either from a specialist or another GP. This is at the GPs discretion. You have no right to a second opinion. You do have the right to see a GP who is competent to deal with your particular case.

**Access to medical reports and health records** - You have the right to see most health records held about you, subject to certain safeguards. You are entitled to be informed how these are used, who has access to them and how you can arrange to see them. For more information on this, you can pick up a leaflet from reception or speak to the GP.

**Confidentiality –** All NHS staff is bound by confidentiality and has signed a confidentiality clause. Information about your medical history will be kept confidential, and not be released to people who are not involved in your medical care, without your consent ie: insurance reports etc.

**Patient Responsibilities**

* Recognise that you can make a significant contribution to your own and your family’s good health and wellbeing and take some personal responsibility for it.
* Treat NHS staff other patients with respect.
* Provide accurate information about your health, condition and status.
* Keeping appointments or cancel in reasonable time so that other patients can benefit from the appointment slot.
* Order all repeat medication giving 48hr notice.

**The practice operates a Zero tolerance on Violence and Aggression/Abuse towards NHS staff.**