

## Patient Charter

**In Bayview Family Practice we believe that all patients have the right to expect that the health care they receive will (a) consider their needs (b) encourage them to take part in decisions about their health and wellbeing and (c) provide them with the information and support to do so.**

### **In this practice you can expect:**

- You will be treated as an individual and with dignity and respect.
- All patients will be treated equally. We do not discriminate on the grounds of gender, race, disability, ethnicity, sexual orientation, religion, political beliefs, or age.
- Our premises will be clean and comfortable and have facilities for the disabled.
- Staff hygiene awareness and hand washing is a priority.
- All patients will be greeted in a friendly manner and be treated with courtesy by everyone in the practice.
- Your personal health information will be kept secure and confidential, you should tell staff if you want your information to be shared with family members or a carer.
- If you feel you have been treated unfairly or a member of staff has been rude then there is a complaint procedure that you can enquire about from another member of staff.
- Patients will be informed if delays are anticipated.
- Patients will be offered advice about how to stay healthy and avoid illness.
- Everyone working in the practice will have the appropriate skills and training for their job.
- Patients will be referred to a consultant when the doctor feels this is necessary.
- Following a referral, your GP can assist you in seeking a second opinion if required.

### **In order for us to give you the best service possible please:**

- Tell the practice administration team if you change your name, address, or phone number.
- Be on time for all appointments. If late please phone ahead to let staff know, as it may not be possible to reaccommodate.
- Let the GP know if you think any information in your health records is incorrect.
- If you want to have someone else present at an appointment, please let staff know.
- Tell the GP if you do not understand something or want or need more information e.g. Why am I on this medication? If you have any questions, ask.
- Take some personal responsibility for your own health.
- Ask your GP for support to help you manage your condition and have a healthier lifestyle.
- Take an active part in discussions and decisions about your health care and treatment.
- 1-2 problems per consultation only to allow for best care. Add on eg “Whilst I’m here” problems may incur an additional charge and appointment fee or be scheduled for another time.
- Tell your GP if you are allergic to any medicines or if you have experienced any side effects after taking a particular medicine.
- Please make sure you understand how to take any medicines you have been prescribed.
- Let your GP know about any over the counter medicines you may be taking.
- Finish any course of agreed treatment. If you decide to change or stop your treatment, discuss this with your doctor or pharmacist first.
- If you feel your condition has gotten worse, let the surgery know.
- Make sure to get the results of any tests or procedures.
- Ensure Medical Card/DVC’s are valid and in date.

## **For your safety and the safety of others:**

- Do not take any medicine that is out of date or prescribed for someone else. Give any out of date or unused medicines to your pharmacist to dispose of safely.
- Store medicines safely and out of children's reach.
- We are committed to providing a safe and comfortable environment in the practice. If you see or are made aware of any potential hazards that could cause harm, we would be grateful if you could inform a member of staff so they can be made safe.

**Emergencies-** Are medical situations that pose a risk to long term health and/or life. If you require care due to a MEDICAL EMERGENCY, please contact the surgery ideally before 10am.

**Same day appointments** should be kept for those with greatest need therefore please do not be insulted if you are asked for your presenting problem as this allows for better and safer booking.

**Other urgent** but non-emergency issues can typically be accommodated within 24-72hrs.

## **House calls**

Patients are best assessed and treated at the surgery as access to equipment and other staff enhances the care we can provide. House calls are reserved only for very elderly, housebound, and immobile patients.

All house call requests are triaged via telephone consultation by the doctor, and we will not routinely do house calls unless discussed and deemed essential by a doctor in the practice. We will only take house call requests from a family member who provides regular care to the patient.

We ask that house call requests are made before 10.30 am. We aim to do our house calls between 12 and 1pm.

Occasionally we may deem the nature and severity of the presenting problem as requiring Emergency Care, in this case we may request you to contact an ambulance as we can provide very little care and time is of the essence. Chest Pain, Stroke, Obvious Fracture or an inability to weight bear after a fall are all examples.

**Prescriptions** – Please allow 72 hrs (during business days) for your prescription to be ready. Please use <https://bayviewfamilypractice.ie/order-prescriptions/> for reordering prescriptions. Friday requests may take longer so please ensure your request allows for this.

**Blood/Scan Results** - We may ask permission to text you regarding your results. Normal/Satisfactory results require no further investigation/medication changes or medical input.

**Please remember that staff members have the right to be treated with dignity and respect. Aggressive language or behavior towards any member of staff is unacceptable and will not be tolerated.**