



GP Practice Patient–Practice Charter

Version:	Date:	Document owner:	Responsible Officer / Lead:
1.2	09.01.2026	Fiona Pickering – Managing Business Partner	Fiona Pickering – Managing Business Partner
Updates since previous version:			Next review due:
New Policy Format			08.01.2028

Our Commitment as a GP Practice

Our Practice is committed to providing high-quality, safe, and respectful healthcare to all our patients. We aim to work in partnership with you to support your health and wellbeing.

We will:

- Treat all patients with dignity, respect, and courtesy at all times
- Provide care without discrimination, regardless of age, disability, gender, race, religion, sexual orientation, or background
- Listen to your concerns and involve you in decisions about your care
- Maintain confidentiality and protect your personal information
- Provide information about your condition and treatment options in a clear and understandable way
- Offer timely access to appropriate care, based on clinical need
- Ensure our staff are trained, professional, and approachable
- Keep our practice environment safe and welcoming
- Respond to feedback, compliments, and complaints openly and constructively.

What You Can Expect from Us

You can expect:

- Respectful communication from all members of the practice team
- Honest explanations if delays or changes occur
- Support to access additional services when needed
- Reasonable adjustments for patients with additional needs
- Clear information about how to use our services, including appointments, prescriptions, and referrals.



Your Responsibilities as a Patient

To help us provide the best possible care, we ask that you:

- Treat staff and other patients with respect and courtesy
- Provide accurate and complete information about your health
- Attend appointments on time, or cancel with reasonable notice if you cannot attend
- Use our services appropriately, including urgent and emergency care
- Follow agreed treatment plans or discuss concerns openly with your clinician
- Keep your contact details up to date
- Respect Practice policies, including zero tolerance of abuse or aggressive behaviour.

Appointments and Access

- Appointments are allocated according to clinical need
- We will do our best to offer continuity of care where possible
- Please inform us as early as possible if you need to cancel an appointment
- Repeated missed appointments without legitimate reasons may result in removal from the Practice list.

Confidentiality and Information

- Your medical records are confidential and handled in line with data protection laws
- You have the right to access your medical records and request corrections if appropriate
- Information will only be shared with your consent or where legally required.

Feedback, Complaints, and Suggestions

We welcome your feedback to help us improve our services.

- Compliments, concerns, or complaints can be made verbally or in writing
- Complaints will be handled fairly, confidentially, and in line with NHS guidance
- You will not be treated differently for raising a concern or complaint.