KINGSWINFORD
Medical Practice

Dudley GP Practice Charter

Our charter

- Our charter is a statement of what you can expect from the practice
- Our charter has been developed in consultation with patients and general practice(s) across Dudley borough
- Our charter is endorsed and reviewed by Healthwatch Dudley; an organisation that exists to ensure that the patient voice is heard

Our commitments

- We aim to provide our patients with the best possible care
- We will treat all patients equally. We will not discriminate on the grounds of gender, gender identify, race, disability, sexual orientation, religion or age
- We will listen and involve our patients in providing services that respond to their needs

Making an appointment

- We will plan the number of appointments we provide based on our appointment demand, and review this routinely to meet the needs of our patients
- We will ensure that patient needs are consistently assessed and prioritised allowing us to provide patients with the most appropriate care or other response, from the right member of the practice team, including signposting or referring patients to other appropriate services
- We will ensure that every patient will be assessed and prioritised according to need in the same way, regardless of whether contacting the practice by phone, online or in person
- We will provide a variety of options for advice and consultations including face to face, online, and over the telephone
- We will continuously review our online platforms, telephone systems, booking systems, websites to address patient need

Signposting

- We recognise the important role our staff play in signposting to services of help, advocacy and support, which helps patients to feel empowered to take action to support their own health and wellbeing and in turn improves access to primary care services. We will provide clear accessible explanations and examples of signposting to other services, including NHS 111, emergency information, pharmacy services, mental health numbers, and other relevant resources

- We will ensure that the practice is making best use of social prescribers i.e. staff who have access to a directory of health, social and voluntary sector services within Dudley to best meet patient need
- Commitment to share information on other services and practice staff roles through a number of avenues such as practice newsletter, practice information screens, social media, posters etc

Digital services

- We will offer and promote to our patients (and those acting on their behalf) the following:

    - an online consultation tool
    - a secure electronic communication method
    - an online facility to provide and update personal or contact information

- We are committed to ensuring that all of our patients can access and utilise our digital services should they wish too
- We are committed to ensuring that our staff are trained and have the necessary skills to support patients to access programmes such as the Black Country Connected Programme
- For those who are unable to use digital services we will work with you to find alternatives

The practice website

- We are committed to developing a website not to simply display information, but to provide an area where patients can interact and complete tasks for example:

    - Make, change or cancel an appointment
    - Get a repeat prescription
    - Get a sick note for work
    - Get test results
    - Register with/join the practice
    - Get the practice phone number
    - Find out the practice opening times
    - Find the practice address
    - The ability to provide feedback on patient experience

- Online forms (provided via 'online consultation tools') should be available via the practice website or via tools like the NHS App to provide an easy route for patients to explain what they need and to request support

Health inequalities

- We are committed to identifying and providing services that support and help us to provide equitable services to all our patients, with the aim of reducing health inequalities related to access
- Alongside reducing health related inequalities that impact our patients, we support PCN-wide endeavours to reduce health inequalities locally as well as ensuring the practice engages with national strategies that contribute to the reduction of health related inequalities

Research

- We are a research active practice and our patients are afforded the opportunity to participate in regional, national and international health research studies. Our practice hosts a research nurse from the National Institute for Health Research (NIHR) to facilitate delivery of research studies within the practice. This supports improvements in evidenced based practice, enables staff to develop research skills and allows practice staff to adopt novel treatments and clinical methods

Language and communication barriers

- We are committed to ensuring that patients are able to access primary care services in a way that ensures their language and communication requirements do not prevent them receiving the same quality of healthcare as others. This includes reasonable adjustments for a wide range of needs, including different languages, stroke recovery, deaf/BSL users, learning disabilities, stammering, and other communication needs

Longer appointments

- We are committed to reviewing and adjusting people's appointment length if they need more time with a doctor or nurse to make sure they understand the information they are given

Registration rights and eligibility criteria

- We are dedicated to ensuring people who live within our boundary (available on the practice website) can register without the need for ID. We may ask for supporting documentation to ensure patients live within the area. Where people who live within the area, but do not have a fixed address, we will be flexible with supporting documentation required and will allow them to register using the practice address
- If we refuse to register a patient with the practice, we will provide a written explanation within 14 days

Safer surgeries

- We are committed to addressing the particular barriers to primary care faced by migrants in vulnerable circumstances, including refugees and survivors of trafficking
- We are committed to registering and becoming a 'safer surgery' [i] to ensure that everyone is able to access the healthcare they're entitled to

LGBTQ+ friendly

- We are committed to improving the experiences of LGBTQ+ people accessing primary care services recognising our commitment to LGBTQ+ excellence in healthcare in line with Royal College of General Practitioners (RCGP) guidelines

Veterans

- We are committed to supporting veterans' healthcare and will work towards improving our identification and understanding of their needs and referring appropriately

Training

- We will ensure that our staff, especially those who interact with patients, have the necessary skills and training to recognise and understand the importance of addressing health inequalities and are well prepared to identify and support patients facing barriers related to communication, literacy and other challenges and support them with accessing primary care

Working with patients

- We are committed to working with our patients to understand and respond to their needs.
- We are committed to supporting and developing our Patient Participation Group (PPG) by actively involving patients in shaping our services. We will regularly update patients about upcoming PPG meetings and ensure feedback from the National Patient Survey and Friends and Family Test is shared and acted upon. Information about these meetings will be clearly displayed in communal areas and on our website to encourage participation and engagement

Working with Healthwatch Dudley

- We recognise the value and importance of HealthWatch Dudley in gathering the views of the patients across Dudley on challenges and opportunities for practices to improve access
- We are committed to working with Healthwatch Dudley to better understand and respond to the challenges and opportunities to make improvements in access
- Contact details will be available for anyone who wishes to share their experiences or if they feel the charter's points are not being upheld after addressing their concerns directly with the practice

    - Healthwatch Dudley can be contacted on

        - Phone: 03000 111 001
        - Email: hello@healthwatchdudley.co.uk
        - Website: www.healthwatchdudley.co.uk
        - Address: 7 Albion Street, Brierley Hill, DY5 3EE

Working with NHS England and the Black Country Integrated Care Board (ICB)

- We recognise the value and importance of NHS England and the ICB who set the standards that we are required to meet
- We are committed to working with NHS England and the ICB to implement the national standards and requirements set for general practice

Patient Charter

Whilst we are committed to upholding our responsibilities and delivering care in line with this charter, we appreciate your understanding that some factors may be beyond our control and thank you for your patience in these situations.

We ask of you

- We ask that you value the dedication of our staff, as we do. We expect all patients to treat them with respect. Abuse towards our team will not be tolerated

- We ask if you are unable to attend for an appointment you please let us know so that we can offer it to someone else

- We ask that if you are unavoidably delayed you let us know as soon as possible so that we can make alternative arrangements to meet your needs

- We ask you to be patient if the clinician is running late. This is often due to unforeseeable emergencies, but you are welcome to ask the receptionist for more information

- We ask you to only request a home visit for those who are unable leave the house. If you need a home visit, if possible, please telephone before 11:00 am

- We ask you to provide our reception staff with information about your condition and we reassure you that our staff have received comprehensive training in order to signpost patients to appropriate source of help, which may be in the practice or somewhere else

- We ask that if you are unclear about your treatment please discuss this with a member of the practice team. Try to follow any medical advice given to you

- We ask you to let us know if you change your contact details so we can keep your records up to date

- We ask you to share any specific communication or accessibility requirements with us to enable us to better meet your needs

- We ask you to respond or act upon any correspondence received in a timely manner in order for us to provide continuing appropriate medical care

We ask patients to raise any concerns directly with the practice so that these can be addressed promptly.