

**Dr Roberts & Partners,
New Court Surgery, Prospect View,
300 Pickersleigh Road, Malvern,
Worcestershire, WR14 2GP**

ncs@nhs.net
www.newcourtsurgery.com

OPENING TIMES

Mon: 0815-1830
Tue: 0815-1830
Wed: 0815-1830
Thu: 0815-1830
Fri: 0815-1830

TELEPHONE NUMBERS

Emergencies Out of Hours
111

Prescription Enquiries

01684 584042 (1030-1230 Only – no prescription requests will be taken by telephone due to risk of error)

Appointments

01684 573161 (0815 onwards – not before please)

Home Visits

01684 573161 (before noon please)

Enquiries and Results

01684 573161 (after 1030 please)

Business & Enquiries

01684 573161 (after 1030 please)

Fax

01684 561593

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Author: Colin Webster, Practice Manager

PRACTICE STAFF

Nurses

Debbie Hammond, Diabetes Nurse
Helen Price, Practice Nurse
Annabel Wilson, Practice Nurse
Lisa Preece, Health Care Assistant
Basia Golinski, Phlebotomist

Reception and Administrative staff

Colin Webster, Practice Manager
Helen Hickling, Senior Receptionist/Administrator
Joanne Watts, Business Activity Administrator
Jane Hands, Prescription Clerk
Pauline Cook, Receptionist/Administrator
Sarah Tudge, Receptionist/Administrator
Anita Turan, Receptionist/Administrator
Jean Sorroll, Receptionist/Administrator
Maxine Coulson, Receptionist/Administrator
Kirsty Jennings, Receptionist/Administrator
Jennifer Nullis, Receptionist/Administrator

Date: February 2015

Review date: Dec 2015

Dr Roberts & Partners

PRACTICE CHARTER

Information for
Patients

PARTNERS

Dr. S. D. Roberts (F)
Dr. J.M. Mather (M)
Dr. G. Henry (M)
Dr. B.Fisher (M)

SALARIED DOCTORS

Dr. K.Ward (F)
Dr. R Khehar (M)

Patient's Rights to General Medical Services

- ❖ To be offered a health check on joining a doctor's list for the first time.
- ❖ To have appropriate drugs and medicine prescribed.
- ❖ To be referred to a Consultant acceptable to them when they and their GP thinks it is necessary, and to be referred for a second opinion if they and their GP think it is advisable.
- ❖ To have access to their health records, subject to any limitations of the law, and to know that those working for the NHS are under a legal duty to keep those records confidential.
- ❖ To choose whether to take part in research or medical student training.
- ❖ To receive a copy of their doctors practice leaflet, setting out the services that he or she provides.
- ❖ To receive a full and prompt reply to any complaints they make about the care they receive from Dr Roberts & Partners.

Dr Roberts & Partners Philosophy:

Our aims are to offer the highest standard of health care and advice to our patients, with the resources available to us.

We have a team approach to patient care and endeavour to monitor the service provided to patients, to ensure that it meets current standards of excellence. We are dedicated to ensuring that Practice staff and Doctors are trained to the highest level and to provide a stimulating and rewarding environment in which to work.

Our Practice Charter

- ❖ You will be treated with courtesy and respect by all Practice personnel.
- ❖ All appointments are telephone triaged by a doctor
- ❖ An urgent appointment with a Doctor or Nurse Practitioner will be available on the same day.
- ❖ A non-urgent appointment with a doctor will normally be offered within 48 hours
- ❖ Our standard is to see 80% of patients within 20 minutes of their appointment time. If you have waited longer than this please ask the Receptionist for an explanation.
- ❖ We aim to answer the telephone within six rings.
- ❖ An appointment with a Practice Nurse will be available within three working days.
- ❖ Requests for repeat prescriptions will be dealt with within 48 hours. This can be in person or online
- ❖ All comments and suggestions about the service are welcome. Please use the box provided in the waiting area.
- ❖ If you have a complaint please speak to any member of staff. Your complaint will be dealt with in a professional and efficient manner.
- ❖ We wish to make the Dr Roberts & Partners as accessible as possible. If you have hearing, visual or physical difficulties please let the receptionist know so that we can enable you to fully use our services.
- ❖ If you require information in an alternative format or if you need help communicating with us please contact us on 01684 573161

Patient's Responsibilities

- ❖ If you are unable to attend for an appointment please let us know so that we can offer it to someone else.
- ❖ If you are late for your appointment you may be asked to rebook at another time. Try to let us know in advance if you are going to be unavoidably delayed, so that we can make alternative arrangements to help you.
- ❖ A home visit should only be requested for those who are unable to come to the surgery because of serious illness or infirmity. Please ring the surgery before noon if at all possible.
- ❖ An urgent appointment is for an **urgent** medical problem only, please do not abuse the system.
- ❖ Please speak to the Receptionist if you require a sick note or repeat prescription.
- ❖ We would ask you to be patient if the Doctor is running late. This is often due to unforeseeable emergencies but please ask for an explanation from the Receptionist.
- ❖ Make a separate appointment for each patient that needs to be seen. This allows the Doctor enough time to treat each patient with the time that they deserve.
- ❖ Please act in a responsible and courteous manner whilst on the Practice premises for the safety and comfort of others.
- ❖ Please treat all surgery staff, fellow patients, carers and visitors politely and with respect. Violence or verbal harassment will not be tolerated or accepted, you may be asked to register at another surgery if this behaviour occurs.