

AMHERST MEDICAL PRACTICE

PATIENTS CHARTER

We will strive to deliver excellent standards of patient care in our practice

PATIENTS HAVE A RIGHT TO

- ❖ Expect the Practice to provide a good medical service and to know that Doctors and Staff keep up to date with their own Professional Development
- ❖ To know they are a valued patient
- ❖ Understand that we put patients first and we involve them in choices
- ❖ To explain our systems to you
- ❖ To be courteous and responsive
- ❖ To treat all patients equally with respect and courtesy
- ❖ To respect your privacy and confidentiality
- ❖ To be open and honest in our dealings
- ❖ To deal with your requirements as quickly and effectively as possible
- ❖ To do our utmost to match your needs with the best available care
- ❖ To provide you with a clean and comfortable environment
- ❖ To deal with requests and feedback promptly and professionally

In order to achieve these high standards we need your support and cooperation

- ❖ To be courteous and respectful to our staff
- ❖ To be flexible and accommodating of our recommendations
- ❖ To inform us of any change in personal circumstances
- ❖ To respect the privacy and confidentiality of other patients
- ❖ Expect the Practice to provide a good medical service