

## *Summerhill Surgery*

Summerhill  
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### **Patient Charter**

Whilst we are committed to upholding our responsibilities and delivering care in line with our General Practice 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 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 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 10.30am.
- 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 maybe 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 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.