

PATIENT RIGHTS AND RESPONSIBILITIES

As a patient with Brimington Surgery you have a right to:

- * Receive treatment regardless of your age, sex, transgender status, sexuality, ethnic origin, religious beliefs, disability or nature of your health problems as long as you reside within the practice boundaries and qualify for NHS treatment. Details of the practice boundary can be obtained from the reception staff.
- * Confidentiality
- * Gain access to an interpreter
- * Have your treatment explained to you
- * Be treated with courtesy and dignity
- * Have a relative, friend or chaperone with you
- * Refuse to be treated in front of any medical students
- * Complain, without discrimination if there is a problem
- * Consult with a primary care professional within 24 hours for urgent medical problems

You are responsible for:

- * Making and keeping appointments. Please notify the surgery in good time if you are unable to keep a booked appointment
- * Ordering repeat prescriptions in good time using the advised methods
- * Behaving in an acceptable manner; this includes behaving in a courteous and polite manner to all members of the practice and public.
- * No inappropriate, abusive, rude or aggressive language, sexist, homophobic, biphobic, transphobic, or racist comments, threatening or violent behaviour - such behaviour will be viewed in a very serious light and the police will be informed. You may be removed from the practice list and be included in the Violent Patient Scheme.
- * Keeping the content of telephone calls to the current problem. Keeping the duration of telephone calls to a reasonable length, taking into account the needs of other patients and accepting realistic expectations of the practice.
- * Informing the practice of any change of name, address or telephone number
- * Keeping young children in your care under supervision and ensuring they behave appropriately