You and Your General Practice – Patient Charter

Introduction
Welcome to Preston Road Surgery.
This Patient Charter (You and Your General Practice) explains what you, as a patient, can expect from us, and what we ask of you to help us deliver the best possible care.

What You Can Expect from Us

1. **Safe, high-quality care**
   We commit to delivering care that is clinically appropriate, safe, and respectful of your needs.
2. **Dignity, respect & compassion**
   We will treat you with courtesy, kindness, and respect, at all times.
3. **Support for your individual needs**
   If you require reasonable adjustments (e.g. hearing impaired, mobility, communication needs), tell us and we will do our best to accommodate you.
4. **Access and responsiveness**
   - We will provide contact options (phone, website, NHS App) during practice hours.
   - All appointment requests (by phone, online, walk-in) will be assessed, and you'll receive a response within one working day with one of: same-day or later appointment, phone consultation, SMS advice, or referral to another service depending on clinical need
   - We aim to respond promptly to patient queries or requests, with clear information on what to expect next.
   - If the practice is closed, we will direct you to urgent care options (e.g. NHS 111).
5. **Clear communication & information**
   - We will explain your care, tests, results, and treatment in ways you can understand.
   - We will share with you, the YYGP charter (this document) and how to provide feedback or raise concerns.
6. **Feedback, complaints & concerns**
   - You may provide feedback or raise concerns with us, and we will listen, respond and act where appropriate.
   - If your concern requires a formal complaint, we will follow our complaints process.
   - You also have the right to approach **Healthwatch** or your **Integrated Care Board (ICB)**.

What We Ask of You (Patient Responsibilities)

1. **Be on time**
   Please arrive punctually for your appointments, or be available for timed calls.
2. **Be prepared**
   Bring any relevant information (list of medications, symptoms, questions) to help clinicians make decisions.
3. **Cancel in advance if not needed**
   If you can't attend your appointment, please cancel with enough notice so we can offer the slot to others.
4. **Treat our staff with respect**
   Please engage with staff courteously. Abuse or aggression will not be tolerated.
5. **Use systems appropriately**
   Use online booking, the NHS App, or telephone as appropriate. Avoid unnecessary visits for simple queries that can be handled remotely.
6. **Engagement in your care**
   Be open about your symptoms, concerns or preferences, and follow agreed care plans when possible.
7. **Order prescriptions responsibly**
   Order repeat medications in good time and only what you need.

Contact, Feedback & Escalation

YYGP Lead / Contact: Practice Manager

Practice Complaints / Feedback Process:

If you want to give feedback, raise a concern or wish to make a formal complaint, ask to speak to the practice manager. If you do not feel comfortable doing this, contact your integrated care board (ICB) – the local NHS body that oversees GPs practices. You can find your local integrated care on the NHS England website: https://www.england.nhs.uk/contact-us/about-nhs-services/contact-your-local-integratedcare-board-icb/

You can also give feedback about your practice to your local Healthwatch. Their job is to make sure NHS leaders and other decision-makers hear your voice and use your feedback to improve care. Healthwatch is independent and impartial, and any information you share with them is confidential. To find your local Healthwatch visit the Healthwatch website: https://www.healthwatch.co.uk/your-localhealthwatch/list

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Exceptions & Limitations

Please note that there may be occasions when we are unable to fully meet the charter (for example, due to lack of capacity, staff training closures, system outages, etc.). In such circumstances, we will do our best to keep you informed and maintain safe services.

Preston Road Surgery

Address	Phone	Online
56 Preston Road Wembley HA9 8LB	**Reception** 020 8904 6442 **Out of hours** 111	https://prestonroadsurgerywembley.co.uk **Email** breccg.e84620@nhs.net

Opening times

Day	Opening hours
Monday	8am to 6:30pm
Tuesday	8am to 6:30pm
Wednesday	8am to 6:30pm
Thursday	8am to 6:30pm
Friday	8am to 6:30pm
Saturday	Closed
Sunday	Closed

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