

John Tasker House Surgery and Felsted Surgery

Practice Charter

At our surgery we aim to provide our patients with the best quality care available. Our charter is a statement of what you can expect from this practice and what we feel we can expect in return from you.

We will:

Treat you with respect and as an individual
Maintain confidentiality
Aim to respond to your needs efficiently and appropriately
Keep you informed of any changes that may affect you
Encourage comments and suggestions to help continually improve services

We ask that you:

Treat us with respect
Keep us informed of any changes that may affect us
Share responsibility for your own health

Vision

John Tasker House and Felsted surgeries aim to provide a high quality service that we would be happy for our friends and family to use.

Our values:

Patients come first
We have a positive attitude and response to any challenges
We listen to our patients and to each other
We provide continuity of care
We take responsibility and are accountable
We promote excellence through teaching and research
We continually improve
We balance individual's needs with wider clinical needs

Zero Tolerance

If a patient is violent or abusive towards any member of the practice team we shall remove them from our list in accordance with NHS policy.

Complaints

We will respond to any complaints fairly and efficiently according to the NHS complaints procedure.

Signature

Name

(If signing on behalf of a child)

Relationship to the Patient
