

# 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.