

## **Coventry and Rugby GP Alliance (CRGPA)** **Patient and Practice Charter**

**Incorporating the Operational Service within Electric Wharf – Respiratory@Home, Primary Care Surge, Paramedics Acute Visiting Service, Enhanced Access, Severe Mental Illness Annual Health Checks, DESMOND, Admiral Nurses.**

### **Our responsibilities to you**

- We will treat patients with dignity and respect.
- We will provide patients with safe and appropriate care delivered by qualified clinicians.
- We will treat patients fairly and without discrimination.
- We will adhere to the General Data Protection Regulations and ensure that your patient information is kept safe and confidential.
- If you do not understand something or have an enquiry regarding any of our services, please ask a staff member for support and we will make all efforts to assist you.
- You have the right to be provided with communication equipment or support in health services,
- Should you feel the need to make a complaint we will acknowledge your communication, and investigate your complaint in an appropriate manner, providing feedback in the method of your choice.
- We recognise and support your right to access health records held by a healthcare provider that has treated you, and/or to access a summary care record (SCR) created by your GP.
- The NHS App makes it easier for patients over 16 to read new entries in their GP record.
- Please note that you will only be able to access records post the switch over and which relate to the GP practice at which you are registered.

### **Your responsibilities to us**

- Please treat all staff and other patients in a respectful manner. The CRGPA operate a Zero Tolerance Policy; threatening behaviour, verbal and/or physical abuse will not be tolerated and may result in your access to services being removed.
- Please arrive at your appointments on time if applicable. If you can no longer attend your appointment, please notify your practice/service as soon as possible. Unfortunately, if you arrive late, you may not be seen and may be required to book another appointment.
- Patient feedback is encouraged, to help us understand what we are doing well and where we could make improvements. Feedback can be submitted via the safety inbox ([crgpa.safety@nhs.net](mailto:crgpa.safety@nhs.net)).
- Please take personal responsibility and make a significant contribution to your own and your dependant's good health and wellbeing.
- National public health programmes such as cervical screening, immunisation and vaccinations are important for prevention and early diagnosis. Please take the opportunity to participate in these.

Scan the QR to be taken to our contact us page where you can access our Corporate, Alliance Teaching Practices' & Hodge Hill Family Practice contact details and feedback forms.

