Sunray New Patient/Practice Contract

Initial in the blank boxed to indicate your understanding and agreement.

Below: I: the Patient We: The Practice

Zero Tolerance

I agree with the policy of **Zero Tolerance** of abuse towards all NHS Staff and I agree not to behave in an abusive, threatening or otherwise aggressive manner with any member of the Practice Staff or others at the health centre.

I acknowledge the right of the Practice to remove me from their register without appeal should I behave in a manner prohibited.

I can expect to receive equal respect and courtesy from Practice Staff.

Disclosure

I agree to disclose all material facts regarding my health to my General Practitioner and his/her clinical staff.

We, the Practice, declare that we shall not disclose any information regarding you without your written consent, unless required to do so by a court order or any other legal obligation.

Confidentiality

We declare that we shall hold confidential all matters pertaining to you and not release such information, except in relation to managing your care (e.g., referral letter) without your written consent, unless required to do so by a court order or any other legal obligation.

Evidence Based Medicine

I understand and agree that Sunray Surgery clinicians practice evidence-based medicine and as such they may make changes to my existing treatment in order to optimise my health care.

Appointments

I agree to arrive on time for all appointments that I book with the Practice, or to cancel with at least 24 hours' notice for any appointment that I cannot attend..

I agree to comply with the Practice's Did Not Attend policy.

I acknowledge that if I arrive more than 10 minutes late for an appointment I will only be seen at the clinician's discretion, based on his/her assessment of my clinical need, and that I may be asked to wait until the end of the surgery, or to rebook for another time/day.

Prescribing

I understand and agree that Sunray Surgery do not believe in prescribing benzodiazepines (such as temazepam, nitrazepam, diazepam and Z drugs) unless for short term use. Sunray Surgery cannot guarantee that they will issue opiates or benzos and especially not on the day I register. They have a policy on general withdrawal of these unless I am on a shared care scheme.

Repeat Prescriptions

I will give 48 working hours' notice when requesting a repeat prescription.

Furthermore, I agree to make my request in writing: the patient **online access or use repeat prescription slip**

I acknowledge that medications requests cannot be made by telephone.

Test Results

I understand that I can access online for results of medical tests. If I need to call the surgery it will be after 11.00am.

I acknowledge that I am responsible for contacting the practice for my results, and that I will only be contacted by you in cases when I need urgent medical attention following a test.

Home Visits

I will only request a home visit from the Practice under circumstances where I cannot physically attend at the Practice, and have no one who can assist me.

I will endeavour to make this request no later than 10:00 am.

Telephone appointments

I understand that I may book a telephone consultation with a doctor or nurse, but I will not be able to speak with them whilst they are consulting with other patients.

Out of Hours and A&E Services

I agree to use the Out of Hours Services or A&E only where it is medically necessary, otherwise I will contact the surgery when it is next open.

Out of Area Patients

I must inform the Practice when I change address. If the address is no longer in the Practice's catchment area, I will need to find another practice in my new area within 30 days.

Non NHS Services

I agree to pay fees for non NHS work I request such as a medical certificate for absence less than 7 days or a private medical. I understand this is not covered under the NHS contract. I agree to pay in advance by either cash or a bank transfer.

I acknowledge that private letters and forms that are not clinically urgent may take up to **20** working days to process.

Bringing Children

If you bring children to the surgery, we would be grateful if you would ensure they do not disturb other patients. I agree to supervise them at all times.

Parking

I agree to use car park at the back or park without causing any inconvenience to the neighbours

Mobile Phones

We welcome the use of mobile technology.

We simply ask you to be sensitive to others when using your mobile phone; by muting the ringer (to vibrate only or silent) and speaking quietly and outside the building.

We would request you not to use the phone facility whilst in a consultation.

Food and Drink

Please do not allow food or drink alcohol in the waiting room. No smoking is allowed in the building