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You and Your General Practice – Patient Charter

Your General Practice is here to provide high-quality, safe, and accessible healthcare for you and your family.

This charter sets out what you can expect from us, and what we ask from you in return.

It is not a legal document, but a statement of our shared values, designed to support a respectful, professional partnership between patients and the practice team.

Our Commitment to You

As your General Practice, we will:

- **Provide safe, high-quality care** in line with current clinical evidence and national standards.
- **Treat you with dignity and respect**, regardless of age, gender, ethnicity, faith, disability, sexual orientation, or personal circumstances.
- **Listen to you carefully** and involve you in decisions about your care and treatment.
- **Explain things clearly**, using plain language, and ensure you understand your options.
- **Protect your confidentiality** by keeping your medical records secure and accurate.
- **Offer accessible services**, including timely appointments, urgent care when required, and support for patients with additional needs.
- **Work in partnership** with hospitals, community services, pharmacies, and other health providers to deliver joined-up care.
- **Support self-care and prevention**, offering guidance to help you maintain your health and wellbeing.
- **Learn and improve**, by listening to your feedback and regularly reviewing our services.

Your Commitment to Us

We ask you, as a patient, to:

- **Treat all staff and other patients with courtesy and respect** at all times.
- **Keep appointments** or cancel in good time so that others may use them.
- **Use services appropriately**, requesting urgent or emergency care only when necessary.
- **Provide accurate and up-to-date information** about your health, medications, lifestyle, and medical history.

- **Follow agreed treatment plans**, medication advice, and care recommendations, or let us know if you are unable to do so.
- **Request prescriptions responsibly**, allowing adequate notice for repeat prescriptions.
- **Keep your contact details up to date**, including address and phone number, so we can reach you when needed.
- **Give constructive feedback**, helping us to improve care for you and others.

Working in Partnership

Healthcare works best when it is based on **mutual trust and cooperation**.

- You can expect **professionalism, compassion, and honesty** from our team.
- We will respect your rights and independence, and help you make informed choices.
- In return, we ask for **patience, understanding, and respect**, especially during times when the NHS and primary care services are under significant pressure.

Zero Tolerance Policy

We are committed to creating a safe and welcoming environment.

We will not tolerate:

- Aggressive behaviour
- Verbal abuse
- Harassment or discrimination of any kind

Any patient who fails to respect this principle may be removed from our patient list.

Feedback and Complaints

We value your voice.

- If you are pleased with our service, we welcome compliments and suggestions.
- If you are unhappy with your care, please speak to us. We will listen, investigate, and respond constructively.
- Our complaints procedure is available at reception and on our website.

Equality and Inclusion

- We are committed to ensuring fair access to healthcare.
If you need information in an alternative format, translation, or additional support (such as an interpreter or accessibility aid), please let us know.

Continuous Improvement

Your views help shape the services we provide.

We will:

- Seek patient feedback through surveys, online platforms, and our Patient Participation Group.
- Regularly review our performance and share outcomes with our patients.
- Embrace innovation and new technologies to improve access, efficiency, and patient care.

Closing Statement

- This charter reflects our shared commitment to providing and receiving healthcare in an environment built on **mutual respect, trust, and cooperation**.
- By working together, we can ensure that our General Practice continues to be a safe, supportive, and high-quality place of care for all.