

JOHN LANT & PARTNERS

OSTEOPATHS

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BUPA Provider No: 30000056 AXAPPP: ZZ00642 NHS: HSC 1998/139

Our Patients' Charter



This Patients' Charter is a local standard set within this practice for the benefit of our patients

It is our job to give you treatment and advice.

- Following discussion with you, you will receive the most appropriate care, given by suitably qualified people.
- No care or treatment will be given without your informed consent.
- In the interest of your health it is important for you to understand all the information given to you. Please ask questions if you are unsure of anything.

Our Responsibilities to you:

We are committed to giving you the best possible service.

NAMES: people involved in your care will give you their names and ensure that you know how to contact them. The surgery should be well signposted.

WAITING TIME: We run an appointment system in this practice. You will be given a time at which the osteopath hopes to be able to see you. You should not wait more than 10 minutes in the waiting room without receiving an explanation for the delay.

ACCESS: You will have access to an osteopath in case of emergency; within half a working day in cases of urgency; otherwise within three working days. We will arrange a home visit as appropriate for those who are too ill or infirm to be brought to the practice.

TELEPHONE: During normal working practice hours, we will try to answer the telephone promptly and ensure that there are sufficient staff available to do this.

INVESTIGATIONS & TEST RESULTS: If you have undergone tests or X-rays ordered by the practice we will follow up any abnormal results and treat as necessary.

RESPECT: Patients will be treated as individuals and partners in their health care,

irrespective of their ethnic origin or religious and cultural beliefs.

INFORMATION: We will give you full information about the services we offer. Every effort will be made to ensure that you receive the information which directly affects your health and the care being offered.

HEALTH PROMOTION: The practice will offer patients advice and information on steps they can take to promote good health and avoid illness.

HEALTH RECORDS: Information contained in your health records is kept confidential at all times and only disclosed to others for purposes related to your health care (except when you have given permission).

Your responsibilities to us:

Help us to help you.

Please let us know if you change your name, address or telephone number.

Please do everything you can to keep appointments. Tell us as soon as possible if you cannot. Otherwise, other patients may have to wait longer.

Please ask for home visits by the osteopath only when the person is too ill to visit surgery.

Please keep your telephone call brief and avoid calling during peak morning time for non-urgent matters.

Please read our Practice Leaflet or visit our website at www.johnlant.co.uk. This will help you get the best out of the services we offer. It is important that you understand the information given to you. Please ask us questions if you are unsure of anything.

Patient Confidentiality

We respect your right to privacy and keep all your health information confidential and secure. It is important that we keep accurate and up to date records about your health and treatment so that those treating you can give you the best possible care.