

Being a responsible patient

To enable us to have good healthcare there is a partnership between our medical practice and us as patients.

The Keyworth Medical Practice have, both statutory, professional and ethical responsibilities to us as patients.

However we as patients have responsibilities for our own health and for ensuring that we use the services of our medical practice and other health services fairly and appropriately.

We should:-

- Be polite and reasonable to all staff.
- Arrive on time for appointments.
- Cancel appointments in good time by either text or phone call, so the appointment can be used by someone else.
- Respect the privacy of other patients by not standing too close to others speaking to the receptionist.
- Don't stock-pile medicines, only order what you need.
- Use emergency services and out of ours services appropriately
- Tell the Medical Practice if you are unhappy with anything, giving comments on how things could have been improved.
- Let the Medical Practice know when they have done a good job!
- Keep telephone calls to reception brief and to the point as there may be someone else trying to get through.
- Be patient when the doctor is delayed for any reason.