

Riverside Health Centre

PRACTICE CHARTER

We believe that everyone deserves the best possible medical care. This is not always easy to attain, but by doctors, nurses, practice staff and patients working together, we think it is achievable.

Our Practice Aim

To realise patients expectations of health, educate and help them appropriately and to promote good health.

Our patients' Requirements

To have access to quality medical care.

What WE will do for YOU

Treat you with respect, courtesy and consideration at all times.

Give you the ability to see a primary care professional within 24 hours and a GP within 48 hours.

Give you the most appropriate care when you require it.

Refer you, when appropriate, to others for further opinion or care.

Maintain confidentiality at all times.

Provide a 24 hour, year round emergency service.

Give you a prompt reply to any complaints you make about our services.

Continually review and develop the direction and momentum of the practice.

What YOU can do for US

Treat us with respect, courtesy and consideration at all times. Verbal abuse is not tolerated.

Only ask for urgent appointments when absolutely necessary, and cancel in good time if you are unable to attend.

Do not expect to be given a prescription at the end of every consultation.

Attend for medication reviews when asked to do so.

Trust us to offer you the best advice.

Do not ask us to discuss other patients or relatives medical problems.

Do not phone out of hours for non-urgent conditions.

Contact us if things go wrong and give us the opportunity to put it right.

Offer constructive ideas to improve the services we offer.