

New Appointment System at Hampstead Group Practice

Making an Appointment

We have adopted a traffic light system to categorise the level of appointment you might require.

Red is for emergency, same day appointments. Appointment times for emergency/same day access will be 11-11.30am and 5-5.30pm only. You will also be offered a telephone consultation if you feel an examination is unnecessary but still require advice from a doctor.

Amber is for Express appointments, and will be used for a single, simple or urgent problem that you would like dealt with within 48 hours. It is not possible to see a doctor of choice for this type of appointment. These appointments are suitable for any problem which requires attention sooner than the next available routine appointment

Green is for a routine appointment, and gives us an opportunity to provide continuity of care. This system should be used if you have more than one problem or a complex medical history. These appointments can be booked weeks in advance.

Telephone Consultations

The practice offers a dedicated telephone clinic Monday-Friday when a duty doctor will assess your clinical problem and if necessary organise for you to be seen in a booked appointment which could be for that day or a later date. For a telephone consultation, please call the practice on 0207 435 4000 and ask to be booked into the telephone clinic. You will usually be called back within approximately one hour by the duty doctor.

We do our very best to offer a prompt, equitable and responsive service for our patients and are constantly reviewing our access policies to ensure that we are achieving these aims.

If you require an interpreter let the receptionist know in advance.

Follow-up appointments:

Follow up appointments (4 to 6 weeks) can generally only be booked directly by your doctor – these appointments are mainly to monitor long term conditions.

You can download a leaflet which explains our new appointment system more fully from our website at

www.hampsteadgrouppractice.nhs.uk

Volunteers Needed

We are joining forces with RSVP (Retired and Senior Volunteer Programme), to set up a voluntary scheme to help others within the community. Despite the name the volunteers for this scheme do not need to be retired OR senior! All you need is some spare time and energy to help out in the community. We need volunteers to help others with things like:

Collect and deliver prescriptions	Drive patients to the surgery for appointments
Help with a bit of shopping	Help patients to use our Surgery Pod
Dog Walking	Befriend others
Help give advice about our services	Other help

If you could spare 2-3 hours a week and would be interested please inform Nancy (Reception Supervisor) Character references i.e. two letters confirming your suitability will be necessary, and for some activities Criminal Records Background checks will be required which RSVP will do on your behalf.

Volunteering has benefits for the volunteer as well as the patient receiving your help. Please support us in supporting your local community

We will of course be maintaining patient confidentiality with this scheme and only patients who have requested or been asked if they would like help will have their details given and again not their medical details.

Hampstead Group Practice Patient Charter

At all times, we will:

- Treat you fairly and with respect;
- Be positive and helpful. Meeting the needs of our patients is our number one priority, and where we cannot help directly, we will refer you, where possible, to other services or organisations;
- Offer a friendly and polite service and be sensitive to your needs;
- Deal with your letters, phone calls and visits to our offices promptly;
- Provide easy-to-understand, useful information and keep you up to date about the services we provide;
- Deal with your feedback positively and quickly;
- Keep your details confidential; and
- Make sure our staff have the skills they need to do their jobs properly and considerately.
- Inform you if your appointment time is delayed by more than 15 minutes;
- Offer an urgent, same day appointment with a doctor if required, or refer you to the telephone duty doctor;
- Offer a routine appointment with a doctor or nurse within 2 working days;
- Offer the opportunity to a book and appointment with a doctor or nurse of your choice; although you may have to wait longer for this type of appointment;
- Allow access to your health records subject to any limitation in the law and to know that those working in the practice are under a legal duty to keep the contents confidential;

Our staff will:

- Behave professionally and politely;
- Dress smartly;
- Wear a name badge or tell you who they are; and
- Show you their identification card when they visit your home

Our reception areas will:

- Be accessible and welcoming;
- Be tidy, clean and safe; and
- Have useful information on display.

Our clinical team will:

- Offer you a high standard of clinical care;
- Be accessible and welcoming;
- Answer questions about your health, illness and treatment.

- Offer information to you on steps you can take to promote good health and avoid illness;
- Prescribe drugs and medicines when necessary, and explain possible side effects of treatment;
- Refer you to a consultant if appropriate; and
- Offer home visits for those too ill or infirm to attend the surgery (phone surgery to book visit by 11am).

How to contact us

75 Fleet Road
London NW3 2QU
Tel: 020 7435 4000
Fax: 020 7435 9000

What the Doctors & Practice Staff should reasonably expect from you:

- We ask that you treat all staff with courtesy and respect at all times;
- The clinical team has instructed the reception team to ask certain questions so that may deal with your request in accordance with the practice policies;
- Please let us know if you change any of your personal details or address;
- If you cannot keep an appointment, please let us know as soon as possible. Please arrive on time and if the doctors are running late, please do not blame the reception team;
- Accept any invitation for screening issued by the Practice or Health Authority. Ensure your children are vaccinated and immunised;

When contacting us by telephone during office hours we will

- Answer the phone politely, identifying the surgery name;
- Give you our name when we answer;
- Offer to help to take a message if the person you need to speak to is not available or arrange for the person to ring you back;
- Only use answer phones occasionally (for short periods such as staff meetings or short training sessions);
- Return your phone calls within two working days, or if this is not possible due to annual leave or other absence, a timescale of when a response could be expected.

When writing to us we will:

- Aim to give you a full response to your letters within 10 working days;
- Send an acknowledgment for all letters that we receive within 5 working days;
- Let you know when you can expect a full reply if we cannot reply within 10 working days;
- Make sure we use language that is easy to read and understand;
- Tell you in our letters who is dealing with your enquiry.

When sending us an e-mail we will

- Reply within three working days when you e-mail our customer enquiry e-mail address through our web-site (if we cannot give you a full reply within three working days, we will let you know when you can expect a full reply);
- Make sure we use language that is easy to read and understand; and
- Let you know who is dealing with your enquiry.

Data Protection

- If you ask for access to your personal information, as defined by the Data Protection Act 1998, we will respond within 40 calendar days. Please write to the Practice Manager if you would like copies of your records. You may be asked to provide ID to confirm your identity and there will be a charge for both paper and electronic records as agreed by the Information Commissioner.

When reviewing or changing the facilities and services that we provide we will:

- Provide information to our patient community via email, posters, text messages, and newsletters and website;
Customer Service Charter
Complaints, comments and compliments

We want to hear from you if you have a complaint, or wish to make a comment or compliment. we will:

- Welcome all feedback, including complaints, and deal with it positively;
- Try to sort complaints out informally and as soon as possible;
- Display guidelines on customer-feedback (which include our complaints procedure) in our reception area and on the Practice website;
- Tell you, when we get your complaint, if we need to deal with it under separate procedures.