



T (01452) 522695 F (01452) 387912  
[www.longlevens-surgery.nhs.uk](http://www.longlevens-surgery.nhs.uk)

## OPENING TIMES

**Mon:** 08.30 - 18.30

**Tue:** 08.30 - 18.30

**Wed:** 08.30 - 18.30

**Thu:** 08.30 - 18.30

**Fri:** 08.30 - 18.30

### Extended hours

Wed: 07.30 – 08.00

Thu: 07.30 – 08.00

Fri: 07:20 – 08.00

## TELEPHONE NUMBERS

**Emergencies, Visits and Out of Hours**  
01452 522695/525547

### Appointments

01452 522695/525547

### Fax

01452 387912

Website:

[www.longlevens-surgery@nhs.uk](mailto:www.longlevens-surgery@nhs.uk)

## PRACTICE STAFF

Mrs Gill Hawlins Practice Manager

Sarah Rogers Practice Nurse

Carol Hicks Practice Nurse

Gill Robinson HCA

Kira Stevens HCA

Sue Chisholme Reception Supervisor

Marion Marsh Receptionist

Julia Lydiard Receptionist

Sandra Holliday Receptionist

Beverley Slade Administrator

Sheena Trump Receptionist/Admin

Angela Hughes Receptionist

Jenny Scott Receptionist

Jacqui Longley Secretary

Longlevens Surgery

# PRACTICE CHARTER

Information for  
Patients

## PARTNERS

Dr R H Webster

Dr C A O Mankanjuola

Dr S A J Handley

Dr K Kindler

GP Registrar

**Please take a copy**

## Patient's Rights to General Medical Services

- ❖ To be offered a health check on joining a doctor's list for the first time.
- ❖ To have appropriate drugs and medicine prescribed.
- ❖ To be referred to a Consultant acceptable to them when they and their GP thinks it is necessary, and to be referred for a second opinion if they and their GP think it is advisable.
- ❖ To have access to their health records, subject to any limitations of the law, and to know that those working for the NHS are under a legal duty to keep those records confidential.
- ❖ To choose whether to take part in research or medical student training.
- ❖ To receive a copy of their doctors practice leaflet, setting out the services that he or she provides.
- ❖ To receive a full and prompt reply to any complaints they make about the care they receive at the Longlevens Surgery.

### Longlevens Surgery Philosophy:

Our aims are to offer the highest standard of health care and advice to our patients, with the resources available to us.

We have a team approach to patient care and endeavour to monitor the service provided to patients, to ensure that it meets current standards of excellence.

We are dedicated to ensuring that Practice staff and Doctors are trained to the highest level and to provide stimulating and rewarding environment in which to work.

## Our Practice Charter

- ❖ You will be treated with courtesy and respect by all Practice personnel.
- ❖ An urgent appointment with a Doctor will be available on the same day.
- ❖ A non-urgent appointment with a doctor will be offered within 5 working days
- ❖ Our standard is to see 80% of patients within 20 minutes of their appointment time. If you have waited longer than this please ask the Receptionist for an explanation.
- ❖ We aim to answer the telephone within six rings.
- ❖ An appointment with a Practice Nurse or HCA will be available within two working days (subject to availability for routine matters.)
- ❖ Requests for repeat prescriptions will be dealt with within 48 hours. This can be in person or by ordering through our website, or by e-mail or through your chosen chemist.
- ❖ All comments and suggestions about the service are welcome. Please use the box provided in the waiting area.
- ❖ If you have a complaint please speak to any member of staff. Your complaint will be dealt with in a professional and efficient manner by our Practice Manager.
- ❖ We wish to make the Longlevens Surgery as accessible as possible. If you have hearing, visual or physical difficulties please let the receptionist know so that we can enable you to fully use our services.

## Patient's Responsibilities

- ❖ If you are unable to attend for an appointment please let us know so that we can offer it to someone else.
- ❖ If you are late for your appointment you may be asked to rebook at another time. Try to let us know in advance if you are going to be unavoidably delayed, so that we can make alternative arrangements to help you.
- ❖ A home visit should only be requested for those who are unable to come to the surgery because of serious illness or infirmity. Please ring the surgery before 10.30am if at all possible.
- ❖ An urgent appointment is for an urgent medical problem. Please speak to the Receptionist if you require a sick note or repeat prescription.
- ❖ We would ask you to be patient if the Doctor is running late. This is often due to unforeseeable emergencies but please ask for an explanation from the Receptionist.
- ❖ Make a separate appointment for each patient that needs to be seen. This allows the Doctor enough time to treat each patient with the time that they deserve.
- ❖ Please act in a responsible and courteous manner whilst on the Practice premises for the safety and comfort of others.
- ❖ Please treat all surgery staff, fellow patients, carers and visitors politely and with respect. Violence or verbal harassment will not be tolerated or accepted, you may be asked to register at another surgery if this behaviour occurs.