

The Hall Practice,
Calcot Medical Centre,
Hampden Road, Chalfont St Peter,
Buckinghamshire, SL9 9SA

OPENING TIMES

Mon: 7.30am – 6pm
Tue: 7.30am – 8pm
Wed: 7.30am – 6pm
Thu: 7.30am – 6pm
Fri: 7.30am – 6pm
Sat: CLOSED
Sun: CLOSED

TELEPHONE NUMBERS

Reception
01753 887311

Secretaries

Dr N Turner 01753 278947
Dr K Yeomans 01753 278946
Dr D Brittain 01753 278944
Dr A Sharma 01753 915882
Dr V Passi 01753 278945

Website

www.calcotmedicalcentre-hallpractice.co.uk

Practice Email

thehallpractice.frontdesk@nhs.net

PRACTICE STAFF

Doctors:
Dr Nicola Turner
Dr Katherine Yeomans
Dr Dawn Brittain
Dr Anjani Sharma
Dr Vimmi Passi

Nurses:
Anne Caldecourt
Fiona Bridger
Di Lord

Management team:
Ruth Franklin
Donna Barry
Gerrie McManus

Paramedic:
Tom Timmins

Pharmacists:
Kalphna Merchant
Jacqui Kent

ATTACHED STAFF

Midwife:
Steph McCrea

Health Visitor:
Jacqui Beirne

The Hall Practice

PRACTICE CHARTER

Information for
Patients



Please take a copy

(Revised 08/08/2019)

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. Please refer to Practice Privacy Policy if you have any queries.
- ❖ 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 Hall Practice.

The Hall Practice Philosophy:

The vision of The Hall Practice is to provide the best possible care that we can for our patients by delivering safe and high-quality patient-centred services.

The vision is underpinned by the values of the Practice, the 4 Ps:

Patients First

Personal Responsibility

Pride in Our Team

Passion for Excellence

Our Practice Charter

- ❖ You will be treated with courtesy and respect by all Practice personnel.
- ❖ A medically urgent appointment/telephone consultation with a Doctor or Nurse Practitioner will be available on the same day.
- ❖ A non-urgent appointment with a doctor will be offered within an appropriate timescale.
- ❖ 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 will be offered within an appropriate timescale.
- ❖ Requests for repeat prescriptions will be dealt with within 3 working days. This can be in person or on the practice website www.calcotmedicalcentre-hallpractice.co.uk or through Patient Access.
- ❖ Requests for prescriptions from Private Consultants and possible onward referrals to NHS please see our policy on our web page or ask your Doctor's secretary for details
- ❖ All comments and suggestions about the service are welcome. Please use the form 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.
- ❖ We wish to make The Hall Practice 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 housebound. Please ring the surgery before 10am if at all possible.
- ❖ An urgent appointment is for an urgent medical problem. Please speak to your named GP's secretary 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.