

The Wycliffe Medical Practice Charter

“Our Vision and Values”

For our patients we aim:

- To provide high quality, effective and safe healthcare services
- To be approachable, welcoming and to treat them with compassion and kindness
- To ensure those patients with an urgent medical need will be seen the same day Patients with a less urgent problem will be offered a routine appointment or triaged by a Doctor on the same day as required
- To provide continuity with the same clinician (although we acknowledge this may not be possible in an urgent situation)
- To provide as many services ‘in-house’ as possible, providing a service closer to home
- To promote the services provided by the wider multi-disciplinary team - (midwife, health visitor, school nursing service)
- To provide preventative and proactive healthcare services
- To provide high quality ongoing healthcare and regular review of those patients with (and carers of patients with) long term conditions (both physical and mental health)
- To provide high quality end of life care in conjunction with the multi-disciplinary team
- To seek verbal and/or written consent for any examination or procedure
- To protect our patients records and maintain confidentiality at all times
- To treat our patients fairly and equally, with dignity and respect; respecting their personal, cultural, social and religious needs
- To safeguard our most vulnerable patient groups from harm, and respond to any risks or safety concerns identified, putting in place measures to prevent such occurrences in the future

For our practice and locality, we aim:

- To provide a safe and welcoming environment for both patients and staff
- To deliver healthcare in modern and fully equipped premises, that are accessible by all
- To adhere to infection control and clinical waste policies
- To listen, communicate, consult and collaborate with our patients. To work with others (patient representative group and other local organisations) to improve the health of our patients and the local population
- To be alert to our most vulnerable patient groups needs and adapt our processes accordingly
- To be mindful of cost efficiency and effectiveness, and to minimise waste
- To continually work towards improving services and care provided, and to promote a culture of openness and learning from mistakes

For our practice team, we aim:

- To maintain a supportive, fulfilling and rewarding working environment for all. Respecting their personal, cultural, social or religious needs
- To ensure all staff are of good character, suitably qualified and competent in the role they undertake. To promote a culture of continuous professional development with effective induction, appraisal and training
- To communicate regularly with the practice team via staff meetings, noticeboards and the staff newsletter
- To listen to all team members and value any comments, suggestions and contributions. To act appropriately when there are concerns raised or whistleblowing takes place
- To project a positive and professional image of ourselves both within and outside the practice

From our patients, we expect:

- All members of the practice team to be treated fairly, with respect, and without discrimination
- The premises and facilities to be treated with respect
- Services and resources to be used appropriately so as to safeguard them for the future
- Booked appointments to be attended (or for us to be notified of an expected non-attendance) so that this appointment may be offered to another patient

If you would like a version of this charter in larger print please ask our Reception Team

The Wycliffe Medical Practice Newsletter

Spring 2016



New Disabled Parking Spaces

We are pleased to announce that there are now two extra “blue badge” parking spaces at the front of the Medical Centre to help our patients who require this facility. We would also politely ask that patients who are able to walk from the larger car park ensure that all of the spaces in the car park in front of the Medical Centre are reserved for those who are less able to do so, either due to ongoing issues or their current illness or injury. It is also important that both car parks are only used whilst you are attending the Practice or community hospital and not for any other reason.



Have you ever booked an appointment at the surgery and then failed to attend?

Our Patient Group are very concerned about the number of patients who “waste” appointments in this way. In 2015 a total of 1866 pre-booked appointments were not attended. We do appreciate that sometimes this is unavoidable due to a family crisis or other emergency, but we want to ensure all of our patients realise the scale of the problem.

We will be contacting patients who miss appointments to try to find out how this can be avoided in future.

❓ Do you have COPD?

The Leicester Hospitals are looking for volunteers with COPD to be part of a study which tests a group-based self-management course taking place in the Lutterworth area. If you are interested in receiving further information please contact the research team on 0116 2502762 or email Pratiksha.Kanabar@uhl-tr.nhs.

THE WYCLIFFE MEDICAL PRACTICE CHARTER

We want to share with you our vision and values. Every member of the Practice Team and our Patient Group has had the opportunity to contribute to this important piece of work. The Charter is printed overleaf and is displayed on our notice board and website. We realise the font is very small but there was lots of information we wished to include and wanted to produce it in a one page format. We have large print versions available at Reception on request. If you have any comments about this please tell us by phone, in person or by email at wycliffe.medicalpractice@nhs.net