# Alexandra Surgery – GP Patient Charter

***(You and Your General Practice)***

At Alexandra Surgery, we are committed to providing safe, effective, and accessible healthcare to all our patients. This charter sets out:
- What you can expect from us
- What we ask of you as our patient
- How we work together to provide the best care

## 1. Access to the Practice

* Opening hours: We are open Monday to Friday, 8:00 am – 6:30 pm (excluding bank holidays).
* Contacting us: You can contact us by telephone, in person at reception, or online via our website and the NHS App during our full core hours.
* Online consultations: We provide an online consultation service available during core hours (8:00 am – 6:30 pm).
* Walk-in & phone bookings: You may book appointments by telephone or in person throughout core hours.
* Urgent care: If you require urgent medical attention outside of these hours, please contact NHS 111 or attend an urgent care centre.

## 2. What You Can Expect From Us

* Treat you with dignity, respect, and courtesy at all times.
* Provide safe, confidential, and high-quality care, based on your individual needs.
* Offer timely access to GP and nurse appointments, including urgent and routine consultations.
* Ensure you are informed of what happens next when you make a request – no later than the end of the next working day.
* Provide information in accessible formats (including easy-read, large print, or translation) when required.
* Refer you to specialist services when clinically appropriate.
* Provide written reasons within 14 days if we cannot accept a registration application.
* Continually seek feedback from patients to improve our services.

## 3. What We Ask From Our Patients

* Treat all staff and other patients with courtesy and respect.
* Attend appointments on time and let us know as soon as possible if you cannot attend.
* Use online services (e.g. NHS App, repeat prescription requests, test result checks) where possible to help free up phone lines.
* Provide up-to-date contact details and inform us of any changes.
* Be responsible with repeat prescriptions and order only what you need.
* Understand that some requests may need to be prioritised based on clinical need.

## 4. Additional Support

* If you need extra help (for example: longer appointments, quiet waiting areas, assistance with forms, or information in another language), please let us know and we will make reasonable adjustments.

## 5. Feedback and Complaints

* We welcome feedback about our services.
* You can submit suggestions via our website or in writing at reception.
* If you have a complaint, please speak with our Practice Manager in the first instance.
* If you remain dissatisfied, you can escalate to NHS England or the Parliamentary and Health Service Ombudsman.

## 6. Equality and Fairness

* We will never discriminate against patients based on race, gender, age, disability, sexual orientation, religion, beliefs, or immigration status.

## 7. Further Information

* You can read the full NHS England charter here: https://www.england.nhs.uk/publication/you-and-your-general-practice/

## Alexandra Surgery Contact Details

* Address: 125 Alexandra Park Road, London, N22 7UL
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