

## Alexandra Surgery – GP Patient Charter



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

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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
- Telephone: 020 8888 2518
- Website: [www.alexandrasurgery.com](http://www.alexandrasurgery.com)
- Email: [alexandrasurgery@gmail.com](mailto:alexandrasurgery@gmail.com)