

Patients' Charter

WHITSTABLE MEDICAL PRACTICE



Dr John Ribchester
Dr Sandra Chandler
Dr Mary Anne Jardine
Dr David Kanagasooriam
Dr Ronald Pieters
Dr Sally Osborne
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Dr Jacqueline Buchanan
Dr Tim Chan
Dr Ned Carabine
Dr Andrew Parkin
Dr Dinesh Sivaprasad
Dr Michael Fernando
Dr Natasha King
Dr Yee McArthur
Dr Nandini Sil
Dr Robert White
Dr Hilary Pinnock (Salaried GP)
Dr David Gould (Salaried GP)
Dr Theo Bennett (Salaried GP)

ALL MEMBERS OF THE SURGERY PRIMARY CARE TEAM ARE DEDICATED TO ACHIEVING HEALTH SERVICES WHICH MEET THE PATIENTS' REQUIREMENTS.

We will:

- Treat you with courtesy, respect and as an individual at all times.
- Maintain confidentiality at all times.
- Endeavour to see you as near to your appointment time as possible.
In the event of a delay we will offer an explanation.
- Deal with any suggestions or complaints that you may have and inform you of our findings.

We ask that you:

- Treat our staff with courtesy and respect.
- Let us know if you are unable to keep an appointment.
- Keep us informed of any changes of name/address/telephone number.
- Please keep all telephone calls brief and try to avoid calling during the peak morning time for non-urgent matters.
- Remember that you share responsibility for your own health and that of your children.

Zero Tolerance

A zero tolerance policy towards violent, threatening and abusive behaviour is now in place throughout the NHS. The doctors, nurses and staff in this practice have the right to do their work in an environment free from violent, threatening or abusive behaviour and everything will be done to protect that right. At no time will any such behaviour be tolerated in this practice. If you do not respect the rights of our staff we may choose to inform the police and make arrangements for you to be removed from our medical list.

For more details of practice services, opening hours and operational details please see our Practice Leaflet or look on our website www.whitstablemedicalpractice.co.uk