

The Althea Practice – Patient Charter

We all have a right to:

- Be treated with dignity, respect and courtesy at all times
- Privacy and confidentiality
- Truthfulness and honesty
- Physical Safety
- Not be discriminated against
- Say I don't understand

We all have a right to:

- have account taken of our culture and religion
- Be treated as intelligent, capable and equal
- Make choices
- Be listened to and have consideration given to our views
- Express our feelings and opinions

This charter outlines our rights and responsibilities

We all have a right to:

- State our needs, ask for what we want and say what we do not want
- Be actively involved in decisions and discussions that affect us.
- Receive information that is comprehensive, clear, timely and accessible
- Ask for more time or information

We all have a right to:

- Change our minds
- Have our decision and actions supported or constructively challenged
- Have complaints investigated thoroughly, speedily and to be informed of the outcome.

We will try to:-

- Learn from mistakes
- Expect that we may not have all our needs met all of the time
- Recognise how we affect others and that others may sometimes find it difficult to communicate with us
 - Allow others to change their minds
 - Let others know when we can't keep appointments, or will be late
 - Let others know about changes that may affect them

If you feel you are not being treated as set out in this Practice Charter, please speak to a member of staff or the manager on 07534218877 or email lucy@thealtheapractice.com

‘from better to best’