

## Welcome

This leaflet outlines mutual expectations between you and The Tutbury Practice, reflecting NHS guidance to ensure safe, fair, and effective care. By registering with the practice, you agree to follow these requirements.

## Your Responsibilities as a Patient

### Respect & Zero Tolerance

- Treat all staff and patients with dignity and respect
- No abusive, threatening, violent, or discriminatory behaviour
- Applies in-person, by phone, and online



Breaches may result in immediate removal from the practice list.

### Appointments & Access to Care

- Arrive on time for all appointments
- Cancel at least **24 hours in advance**
- Same-day appointments for medically urgent issues only
- Persistent missed appointments ("DNA") reviewed under our DNA policy



Missed appointments reduce availability for vulnerable patients.

### Using NHS Services Appropriately

Pharmacy	Minor illnesses & prescriptions
NHS 111	Urgent advice
999	Life-threatening emergencies

### Prescriptions & Medication

- Allow **3 working days** for repeat prescriptions
- Order up to 2 weeks in advance via NHS App, nominated pharmacy, or written request

### Personal Information

- Keep contact details up to date
- Provide accurate medical information
- Notify us of address, phone, or email changes

### Confidentiality & Privacy

- Respect the confidentiality of others in the practice
- Recording (audio/video) not permitted without consent
- Follow staff instructions in reception and waiting areas

## Our Commitment to You

We will:

- Provide care based on clinical need, not background or circumstance
- Treat you with respect, dignity, and compassion
- Maintain strict confidentiality in line with NHS data protection policies
- Offer clear explanations about your care and treatment
- Provide access to appropriate clinicians within reasonable timeframes

### Safeguarding & Equality

- Protect vulnerable adults and children
- Provide inclusive care regardless of age, disability, gender, ethnicity, religion, or sexual orientation
- Make reasonable adjustments where needed

## If Things Go Wrong

If you are unhappy with any aspect of your care:

- Speak to the Reception Coordinator or Practice Manager
- Request our complaints form or email: [tutburycontactus@staffs.nhs.uk](mailto:tutburycontactus@staffs.nhs.uk)
- Full complaints procedure on our practice website
- Escalate to the Parliamentary and Health Service Ombudsman

We take all feedback seriously and use it to improve our services.

## Breach of Patient Agreement

Failure to follow this agreement may lead to:

- A verbal or written warning
- A behaviour agreement contract
- Removal from the practice list (in line with NHS regulations)

## Working Together

Healthcare works best as a partnership. By following this agreement, you help us improve access for all patients, maintain a safe environment, and deliver high-quality care efficiently.

## Contact the Practice

For appointments, prescriptions, or general enquiries, contact reception or use NHS online services.

 Telephone  
01283 812210

 Website  
[thetutburypractice.nhs.uk](http://thetutburypractice.nhs.uk)