

Help us to Help You- Our 'Deal' with Patients

We Will

Safely and respectfully help you with your health needs according to their clinical priority

Respond to your online clinical consultations (eConsult) within the time frame shown and by 6.30 the next working day at the latest

Process your repeat prescription requests within 2 working days of receipt

Provide phone assistance to those who genuinely need it

See you in person if your health problem needs it (including by a GP if necessary)

Ensure your health care is supervised by a named GP at the Practice

Listen to any constructive criticism of us that you raise via Healthwatch Sefton or our official patient participation group

Communicate effectively with you

We Ask you to

Be respectful to all our staff

Always give at least 2 working days notice for repeat prescription requests

Respect our right not to comply with your request if we feel it is justifiably inappropriate

Not use the phone to contact us if your problem can be dealt with via the website

Sign up for online repeat prescriptions and provide us with up to date email and mobile phone contact details

Not post unfair or factually incorrect criticisms about us on social media or patient feedback forms

If you feel its justified please express thanks for any good care you receive- it really is appreciated and gives us a lift !

Accept and respect the new care pathways we are operating at the surgery (as detailed on the website)

Allow at least a week for us to respond to routine and administrative requests