

Please remember that your appointment is for one person only. If you want another family member seen, please ask for another appointment.

If you are phoning for results of tests, please do not call before 11 am. Enquiries about tests ordered by the hospital should be directed to the hospital.

Please remember that you are responsible for your own health and that of your children and should take appropriate action and advice when necessary.

We have the right to have patients removed from our list. In most cases we will only exercise this right if patients repeatedly ignore their responsibilities to us and other patients. We will remove from our list immediately any patients who are violent or seriously abusive towards any of the practice staff.



Thank you for taking the time to read this leaflet, we hope you have found it helpful and informative.

If you have any suggestions please send them to our PPG (Patient Participation Group) at:

Academy Medical Centre
Academy Street
Forfar DD8 2HA Tel 01307 462316
www.academymedicalcentre.co.uk

Academy Medical Centre

Patient Information Leaflet No 4

Patient's Rights & Responsibilities



Academy Street
Forfar DD8 2HA
Tel 01307 462316

Our responsibilities to you

We are committed to working in partnership with you to provide the best possible care and attention.

We are committed to treating you as an individual, and you will be given courtesy and respect at all times, irrespective of your ethnic origin, religious beliefs, personal attributes, or the nature of your health problems.

Following discussion you will be given the most appropriate care, given by suitably qualified people. No care or treatment will be given without your informed consent.



We will give you full information about the services we offer. Every effort will be made to ensure that you receive the information which directly affects your health and the care being offered.

People involved in your care will give you their names and ensure you know how to contact them.

In the interest of your health it is important for you to understand all the information given to you. Please ask us questions if you are unsure of anything.

We will arrange a house visit as appropriate for those patients who are too ill or are housebound.

We will ensure that our staff are trained appropriately to deal with any queries you may have.



If you have undergone test or x-rays ordered by the practice, we will advise you how and when to obtain the results.

We will try to ensure that you are seen on time, but some consultations take longer than others and we have no way of knowing about this in advance. If there is a patient emergency or a serious problem we will give them priority. When there is a long delay, an explanation will be given by the receptionist.

We will provide you with the information about how to make suggestions or complaints about the care we offer. We want to improve services and we will therefore welcome any comments you have.

If you are totally dissatisfied with us or the services we provide, you have the right at any time to leave our list and register with another practice.

Your responsibilities to us

Being a partner means that we have responsibilities to each other. We ask therefore that you treat the doctors and all practice staff with the same courtesy and respect afforded to you.

Help us help you. We would ask that you try to follow the medical advice offered and to take any medication as advised.

Please do not ask for home visits unless you are too ill to come to the surgery. In particular, most children can quite safely be brought to the surgery by car.

Outside surgery hours, NHS24 provides cover for emergencies. If telephoning the practice for a non-urgent matter, please avoid calling during the peak morning time (8am -11am).

There is a great demand for appointments. Please do everything you can to keep your appointment and tell us as soon as possible if you cannot attend.