
Richmond Surgery's Mission Statement

Richmond Surgery is a well-established GP Partnership that is committed to the provision of high quality care delivered by personal GP list based care and multi-disciplinary team working.

What does this mean?

Personal registered list based care means that you will only see the GP with whom you are registered, except in special circumstances. We do not pay lip service to the concept of a "Named GP". We offer this level of service because we believe that continuity of care is of the utmost importance for patients and doctors. Personal lists enhance patient-doctor relationships, avoid duplication and inefficiency, enable holistic care, promote ownership and responsibility, and facilitate group working.

We work hard to maintain this model of partnership working because we feel that it offers the highest level of care for patients and the most efficient use of NHS resources.

The other members of our clinical team include our Practice Nurses, Health Care Assistants and Phlebotomist. We are all supported by our non-clinical team members, the Managing Partner, Secretaries, Receptionists and Admin Staff, without whom we would not be able to deliver our superlative service.

How does this work?

Our core opening hours are 0800-1830 Mondays to Fridays (excluding Bank Holidays). We are also actively involved in providing care outside of those hours during the week and on Saturday mornings, both to our own patients and those registered at other practices in Fleet.

For GP appointments we offer a mixture of "book ahead" and "book on the day" appointments each day. These may be "face to face" or telephone consultations.

Although we all work full time, there will be days when we are not available to see patients. If your GP is unavailable and you need to consult with a health professional urgently, you will be offered a telephone triage appointment with one of the other GPs. The Doctor will call you to assess your condition. It may be that your query can be dealt with over the telephone, but if you do need to be seen that day an appointment will be booked for you by the GP. Alternatively, if you do not need to be seen that day, we will discuss appropriate ways for you to access the care you need.

Richmond Surgery's Practice Charter

We undertake to:

- Treat you with respect and courtesy at all times
- Treat you as an individual based upon your clinical needs
- Treat you only with your consent
- Provide you with advice and treatment by suitably trained and experienced staff in a timely manner
- Help you make decisions about your health by treating you with respect
- Discuss available treatments and refer you on to other experts where necessary
- Act as your advocate and guide through health care services
- Maintain confidentiality in what we discuss and the records we keep on your behalf
- Ensure you know you have the right to see your own medical records
- Keep up to date with developments in health care by continuing to learn

In return we ask you to:

- Keep your appointment and/or let us know as soon as possible if you can't attend
- Follow any medical advice given to you. If in doubt ask for clarification
- Let us know if you change address, telephone or any other important details
- Let us know if there is anything incorrect in your records
- Only use urgent out-of-hours services for urgent conditions which can't wait until the next day or over the weekend.
- Be nice to our staff! They work extremely hard to help you and respond well to a "please" and "thank you" rather than abusive words or behaviour.

Other Aspects:

- Let us know if you have any suggestions or cause for complaint as soon as possible. For speed, email our generic mailbox nehccg.richmondsurgery@nhs.net
- We have a Patient Participate Group. Please ask for details
- Let us know when we have done well.
- You have the right to leave our practice at any time. We also have the right to have patients removed from our list, but this is only done when the relationship between the patient and GP has broken down irretrievably. We will remove patients who are violent or seriously abusive to any member of our staff.

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