**Aldermoor Surgery – Practice Charter**

Phone: 02380 24100 | Website: aldermoor.nhs.uk | Email: hiowicb-hsi.aldermoorsurgery@nhs.net

# Our Commitment to You

At Aldermoor Surgery, we are dedicated to providing high-quality, safe, and compassionate care to all our patients. This charter sets out what you can expect from us, and what we ask of you in return.

# Our Promises to You

## Respect and Dignity

* We will treat you with respect, compassion, and courtesy at all times.
* Your privacy and confidentiality will be protected.

## Access to Care

* We will provide timely access to appointments, both in-person and virtually.
* We aim to answer your calls promptly and respond to emails within 2 working days.

## High-Quality Clinical Care

* We follow evidence-based guidelines to provide safe, effective care.
* We will involve you in decisions about your treatment and support self-management.

## Communication and Information

* We will keep you informed about your care and changes to our services.
* We provide clear, accessible information through our website, leaflets, and practice staff.

## Continuous Improvement

* We regularly review and improve our services based on patient feedback.
* We will address any concerns promptly through our complaints process.

# What We Ask of You

* Attend appointments on time or let us know if you cannot.
* Treat our staff and other patients with respect and courtesy.
* Provide accurate information about your health to help us provide the best care.
* Take an active role in your health, including following treatment plans and lifestyle advice.

# Patient Feedback

* Complete our online feedback form via aldermoor.nhs.uk
* Complete the SMS text message within the month after your appointment
* Speak to a member of staff in person or via phone/email

# Our Values

* Compassion – Caring for you with empathy.
* Respect – Treating everyone with dignity.
* Excellence – Delivering safe, effective care.
* Collaboration – Working with you and the local community.

“Caring for our community, together.”