

WALNUT TREE HEALTH CENTRE - Practice Charter 2026

Our Commitment to Patients

WE WILL:

Provide Respectful and Inclusive Care

- Treat all patients with dignity, courtesy, compassion, and respect.
- Provide services without discrimination.
- Respect your privacy and confidentiality.

Deliver Safe and Effective Healthcare

- Provide care that is evidence-based and clinically appropriate.
- Ensure our staff are suitably trained and supported.
- Work to continuously improve the quality and safety of our services.

Support Access to Services

- Offer appointments according to clinical need and availability.
- Provide information about available services and how to access them.
- Signpost patients to the most appropriate healthcare professional or service.

Communicate Clearly

- Listen to your concerns and involve you in decisions about your care.
- Explain diagnoses, investigations, and treatment options.
- Respond to feedback, compliments, and complaints fairly and promptly.

Protect Your Information

- Maintain accurate medical records.
- Keep your personal information secure and confidential.
- Comply with data protection legislation and NHS requirements.

WHAT WE ASK FROM YOU:

To help us provide the best possible service, we ask that patients:

Treat Staff and Other Patients With Respect

- Be polite and considerate towards staff and other patients.
- Refrain from abusive, threatening, violent, discriminatory, or inappropriate behaviour.

Attend Appointments Responsibly

- Arrive on time for appointments.
- Inform the practice as soon as possible if you need to cancel an appointment.
- Make every effort to attend booked appointments.

Take Responsibility for Your Health

- Follow agreed treatment plans where possible.
- Inform us of any changes to your personal details.
- Tell us if you have concerns about your treatment or medication.

Use Services Appropriately

- Request repeat prescriptions in good time.
- Use urgent appointments for urgent medical problems.
- Consider self-care, community pharmacy, NHS 111, and other services where appropriate.

Provide Accurate Information

- Give complete and accurate information about your health and circumstances.
- Inform the practice of any relevant changes that may affect your care.