

THE FISHPONDS FAMILY PRACTICE

www.thefishpondsfamilypractice.nhs.uk

Customer Care Policy

At our Practice we are committed to delivering excellent patient service. This customer care policy sets out what this commitment means in practice, what our patients can expect from us and what we expect from our patients.

Our promise to you

We are committed to promoting access to our services and offering choice wherever possible in the services we provide and the way we deliver them. Staff are responsible for providing an efficient, caring and professional service.

We will ensure that you are dealt with:

- quickly
- fairly
- in a courteous, helpful manner.

We will always:

- ensure that staff take responsibility for resolving or dealing with your query, or that they refer it to an appropriate colleague
- give as much information as possible in answer to your enquiry

We would like you to:

- give us the information we need to help you
- treat all our staff fairly and with respect
- give us your views and suggestions to help us to improve our services
- keep any appointments that you have with us
- tell us if you know of any other patients who need our help or feel they have not been treated fairly.

Our customer care standards

Face to face contact

We will:

- make sure that our premises are accessible
- welcome visitors within a maximum of five minutes of your arrival (unless using our electronic checking-in service)
- respect your privacy, offering private areas for discussion if required
- make sure our staff identify themselves by wearing name badges
- listen to you and respond to your needs
- be welcoming, courteous and helpful at all times

Contact by telephone

We will:

- aim to answer the telephone within 20 seconds (six rings) during normal working hours. If a member of staff is not available, their telephone should be answered as soon as a colleague becomes available
- use answerphones as appropriate for certain services but the message will be as helpful and informative as possible
- attempt to resolve your query at the first point of contact. If this is not possible, we will pass your call on to somebody who can help and ensure that you have the name of the staff member dealing with your enquiry.

Contact in writing

We will:

- aim to respond to standard written enquiries within five working days (one week) of receipt, resolving the issues raised if at all possible. If the issue is more complicated and likely to take longer to resolve, we will give you an idea of how long this will take
- ensure that within the response provided customers are given a named contact of the staff member dealing with the issue.

Contact by email and text messaging

We will:

- aim to respond to emails sent to our general enquiries box within one working day
- aim to provide a full response to email enquiries within five working days of receipt, resolving the issues raised if at all possible
- ensure that within the response provided customers are given a named contact of the staff member dealing with the issue.

What we ask of you

Practice staff should not be expected to deal with rude, abusive or threatening behaviour. If such unpleasant behaviour is encountered and cannot be calmed down, staff will politely state that they will have to terminate the contact (put the telephone down/leave the reception desk etc). The Practice will take appropriate action against any individuals who are abusive to staff.

We would ask you to use our services appropriately, advising us of any cancellations to ensure availability for others.

Delivering an effective service to customers with different needs

All our patients have the right to expect the same level of service. The Practice should be careful not to make assumptions about people's needs or abilities but should consult them to identify their needs.

We will make every attempt to supply information in an appropriate format and we will make sure that disabled people and people whose first language is not English can get access to interpreting, translation and communication support.

Making the policy a success

This policy sets out The Fishponds Family Practice's commitment to its patients. In order for us to learn and improve our services we want to use the feedback from the contact that we have to make changes.

We will do this by:

- publicising our standards to our patients
- carrying out patient surveys annually to measure the success of the policy
- introducing internal monitoring to help all our services meet the standards
- supporting and training staff to provide better patient service
- monitoring our complaints to identify where we need to make improvements.

Customer care policy

If you feel that we have not met the standards set out in this policy you can speak to or write to the Practice Manager with your feedback. All feedback received will be investigated and receive a full response.

More information

You can find out more information about the Practice's services by the following methods:

Telephone: 0117 908 2365

Via our website : www.thefishpondsfamilypractice.nhs.uk

By email: enquiries@gp-L81013.nhs.uk

Call in to : The Fishponds Family Practice
Fishponds Primary Care Centre
Beechwood Road
Fishponds
Bristol
BS16 3TD
