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| **Practice Charter Patient Leaflet Policy** |
| Version 2.0 |
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| **Turner Martin (Mr)**  **28 September 2020** |
| **A. Confidentiality Notice** |

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C. Document Details

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| **Classification:** | Policy |
| **Author and Role:** | Mr Martin Turner, Practice Manager |
| **Organisation:** | Staveleigh Medical Centre |
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| **Date Approved:** | 28 September 2020 |

D. Document Revision & Approval History

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| **Version** | **Date** | **Version Created By** | **Version Approved By** | **Comments** |
| 1.0 | May 13 | Mrs D Teasdale | Dr S Ul-Haq |  |
| 1.1 | Apr 18 | Mrs D Teasdale | Dr J Shilhan |  |
| 1.2 | Jun 19 | Ms L Moran | Mrs D Teasdale | Printed copy for patients |
| 2.0 | Sept 20 | Mr M Turner |  | Charter updated |
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E. Definitions

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| “The Practice”, “We” | On behalf of The Partners of Staveleigh Medical Centre |
| “CCG” | Clinical Commissioning Group for Tameside and Glossop |
| “Office”, “Officers” | Responsible persons for policy |

F. Persons Whom Policy Applies to

Staff, faculties, visitors, stakeholders and other persons or bodies affected by or for whom this policy applies to:

* All Clinical staff.
* Patients.
* 3rd Party Staff.
* All Stakeholders.

G. Responsible Office

Office or officers charged with developing, updating, communicating, training, ensuring compliance with, and providing resources to promote adherence to this issued policy:

* Practice Manager.
* All Practice Staff.
* Practice Partners.

H. Introduction

The Patients' Charter is an official document by the government or an organization that enlists various Patients' Rights and Responsibility along with the Code of Practice, followed by personnel.

I. Practice Statement

Staveleigh Medical Centre is committed to providing patients and service users with the information they require on their rights, responsibilities and expectations.

J. Operational Implementation and Procedures

The Practice Charter will be made available to patients through hardcopy leaflets and through the Practice website [www.staveleighmedicalcentre.co.uk](http://www.staveleighmedicalcentre.co.uk).

K. Statement Publication

Staveleigh Medical Centre will endeavour to update and publish their policy and statement as soon as possible and appropriate. The policy and statement should be reviewed not more than 12 months of the version date.

The statement needs to be approved and signed by an appropriate senior person in the business to ensure senior level accountability.

A copy of the statement is to be provided to anyone who requests one in writing. The copy must be provided to the requestor within 30 days of the receipt of the request.

L. Additional Information

None recorded.

M. References & Further Resources

None recorded.

N. Appendices

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| **Appendix 1 – Practice Charter Patient Leaflet** |



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| Staveleigh Medical Centre  King Street  Stalybridge  SK15 2AE  t: 0161 304 8009  w: www.staveleighmedicalcentre.co.uk  e: tgccg.staveleighmedicalcentre@nhs.net  c: P89007 |