

# **THE SURGERY HORNDON ON THE HILL**

## **POLICY STATEMENT**

Our aim is: To provide a good level of service to all our patients with direct access to a Doctor and Nurse in pleasant surroundings with helpful and courteous staff

To maintain the health of every patient by providing Health Checks

To promote health awareness and provide those who require treatment, with an appointment on the same day or within 24-48 hours

Patients requesting URGENT treatment will be seen on the same day

To provide direct access to Maternity service

To provide referrals where necessary to Hospital Services and other Health Professionals

Provide access to physiotherapy services

To provide information and access to records whenever necessary, within the confines of the present law

To keep patient information confidential and to treat each patient as an individual

Display a Patient Charter and provide the means by which patients can make a complaint