**NHS Practice Charter**

**Our Commitment to You – April 2025**

At The Apples Medical Centre, we are dedicated to providing high-quality healthcare services to all our patients. Our Practice Charter outlines our commitments to you and what you can expect from us in terms of care and service.

**1. Access to Services**

* We will provide you with access to a range of healthcare services, including GP consultations, nursing care, and specialist clinics.
* We will offer appointments at convenient times, including Monday evenings
* We will ensure that urgent medical needs are addressed promptly.

**2. Quality of Care**

* We are committed to delivering high-quality, evidence-based care tailored to your individual needs.
* Our healthcare professionals will maintain the highest standards of clinical practice and keep their skills up to date.
* We will involve you in decisions about your care and respect your preferences and choices.

**3. Communication**

* We will communicate with you clearly and respectfully, providing information about your health and treatment options.
* We will listen to your concerns and answer any questions you may have.
* We will ensure that your medical records are accurate, up-to-date, and kept confidential.

**4. Respect and Dignity**

* We will treat you with respect, dignity, and compassion at all times.
* We will provide a welcoming and inclusive environment for all patients, regardless of background or circumstances.

**5. Feedback and Improvement**

* We welcome your feedback and suggestions on how we can improve our services.
* We will regularly review our performance and make improvements based on patient feedback and best practices.

**6. Your Responsibilities**

* Please attend your appointments on time and inform us as soon as possible if you need to cancel or reschedule.
* Please provide us with accurate and up-to-date information about your health and any changes in your circumstances.
* Please treat our staff and other patients with respect and courtesy.

**Contact Information**

For more information or to provide feedback, please contact:

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