



**LARKSFIELD &  
ARLESEY  
MEDICAL  
PARTNERSHIP**

GP Surgery

## **Contract of Care**

The clinical and non-clinical team within our services aim to provide the highest possible care to our patients. The aim of this Contract of Care is to ensure that you understand the practice policies, why such policies are in place and then follow them. We particularly recommend that you read closely the details relating to our Appointment, Repeat Prescribing and Behaviour expectations.

<b>Your responsibilities:</b>	<b>Service responsibilities:</b>
Comply with recommended treatment inclusive of medicines compliance	Offer access to quality medical services
Participate in appropriate screening and prevention programmes	Provide you with an appointment telephone or face to face as appropriate with the right clinician first time or signpost you to a suitable alternative service in line with our appointment's procedure
Commit to a healthy lifestyle with support from the Practice if required.	Enable you to pre-book relevant appointments
Treat all members of our team with dignity and respect at all times.	Treat you with dignity and respect at all times.
Attend appointments booked	When appointment capacity is reached signpost patients to an appropriate service
Appropriate use of accrx triage	Respond to accrx total triage requests within 2 working days

Information about all the services we provide are detailed on your local practice. If you do not have access to the internet, please ask at reception for a service leaflet. Before deciding that you wish to join one of our services, we ask that you review this information in order to decide whether you can follow the policies presented by the us in line with the General Medical Services GP contract.