**Template Practice Service Commitment**

**PPGs can use this Service Commitment to work with their practice to establish agreed standards of service. The document can be updated and amended according to the circumstances of the PPG and the practice.**

**Staffing and Services**

1. The \_\_\_\_\_\_\_\_\_\_ Medical Practice will ensure sufficient clinical capacity in line with the British Medical Association’s guidance which will meet the requirements of the practice serving \_\_\_\_\_\_ patients.

There are \_\_\_\_ partners, \_\_\_\_ salaried GPs, \_\_\_\_ nurses and the necessary \_\_\_\_ medical support staff (Insert numbers)

There will be a welcoming and well-trained reception and management team of \_\_\_\_ staff. (Insert number)

1. Clinical specialisation will ensure improved service and will include \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ (Insert clinical specialisms)
2. Additional services offered by the practice \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ (Insert additional services)

**Opening Hours**

1. Patients will benefit from access to extended hours for clinics in the evenings and weekends. The opening hours will be: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Appointments**

1. There will be continuity of care. The NHS Constitution states that: “You have the right to receive care and treatment that is appropriate to you, meets your needs and reflects your preferences.” Every effort will be made to ensure patients can see their own GP, though this may difficult for a same day appointment.
2. Appointments will be easy to access and booked in a number of ways, with plenty of availability, flexible weekend and evening hours, emergency and routine appointments and with a choice of practitioner available. The practice will retain and improve on appointment arrangements, including same day appointments and low waiting times.
3. Telephone and on-line consultations and communication with GPs will be more frequent than before lockdown. The practice expects the proportion of telephone /online vs face-to-face consultation to be \_\_\_\_\_\_\_\_\_(Insert proportion e.g. 50/50) It is hoped this will enable the practice to deal with many more patients with reduced waiting times.
4. Patients will still be offered face to face appointments where necessary, appropriate or where there is need for clinical examination. It is recognised that some patients may not have access to digital platforms, and that many may not be able to cope with video consultations. Also, telephone consultations are of limited use where the patient experiences hearing difficulties. The practice will address these issues to ensure equality of opportunity and access to all services for all patients.

**Medications and prescriptions**

1. Medications will be reviewed regularly. Repeat prescriptions are provided in this way \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ (Describe the repeat prescription service)

The practice will retain and improve on existing methods of securing repeat prescriptions.

**Accessibility**

1. The site will provide a clean and safe environment and be fully accessible, ‘disability friendly’, with stair free access to all parts of the practice. There will be sufficient blue badge parking spaces.

Parking at the practice: **\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

(Describe the parking arrangements for patients)

Getting to the practice by public transport:

**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

(Describe the public transport access)

**Personalised healthcare and patient participation**

1. The practice will promote the health of its patients by providing the highest quality comprehensive personalised healthcare paying close attention to each individual patient’s needs. It will create a comfortable and compassionate atmosphere where the relationship between the practice and the patients is one of partnership.
2. The practice will resist a shift from personal to big corporate culture and will retain the established patient-doctor relationship. Confidentiality will be ensured at all times.
3. The practice will treat all patients fairly, equally and with respect and courtesy at all times and expect patients to relate to staff in the same way.
4. Patients will be provided with education and resources to enable them to make informed lifestyle decisions with a view to long term health.
5. There will be a Patients’ Participation Group (PPG) which will be diverse in composition and meet at least three times a year. Officers will be elected by the PPG and be able to deal with urgent issues between meetings.
6. Patients will be kept updated on changes at the practice through the PPG and through the practice website.