

Our vision is to see the patients of Bushloe Surgery at the Two Steeples Medical Centre enjoying healthy lives through the provision of outstanding primary care. Our helpful, caring and enthusiastic staff strive to achieve this through high quality healthcare that is patient-centred and user friendly.

Our Aims:

- To treat patient information with utmost confidence.
- To respect the patients right to privacy and dignity.
- To respect patients religious and cultural beliefs.
- We will keep patients informed of the services we offer.
- We will do our best to provide our services speedily and on time.
- To provide home visits to patients too ill to come to the surgery if they live within our catchment area.
- To deal with requests for prescriptions swiftly and efficiently.
- To deal with complaints quickly and without equivocation. (Please see complaints leaflet for more information)
- Whilst you can see any doctor of your choice all registered patients have a named doctor who will have overall responsibilities for your care.

Patient Responsibilities:

- Use our web site to inform yourself of the services we offer.
- Inform us if you change your name or address as soon as possible.
- Request a repeat prescription in good time.
- Come with a chaperone or request a chaperone if you want someone to be with you during a consultation or examination.
- Cancel appointments that are not needed in good time, so they can be allocated to other patients.
- Refrain from being aggressive, verbally abusive, or violent towards members of the practice and attached staff. We will use a zero tolerance approach to such behaviour and will refer to the Violent Patient Scheme patients who do not refrain.