

Lancaster Medical Practice Practice Charter

We aim to create a high quality General Medical Practice provider through a sustainable, successful business model within a supportive, friendly work environment.

We wish to retain and develop long term clinician / patient relationships based on 'high continuity' patient-centered care.

We wish to continue improving the quality and range of our services and to respond effectively to the developing healthcare landscape.

For the patients we care for

- We will continue to offer an efficient, professional, compassionate and friendly welcome
- We will strive to provide a timely and appropriate response to requests and queries
- We will actively resolve any questions or issues you may have
- We will work with you to deliver the best healthcare possible with the resources available

For our staff

- We will build on the excellence that already exists in our teams
- We will encourage and sustain a positive team ethos
- We will create a learning environment which develops individuals by encouraging training and development
- We will provide a safe working environment
- We will be open minded, approachable and ensure regular effective communication

Core Values

- We are proud of what we do
- We will take responsibility and act with honesty and integrity
- We will actively communicate and appropriately share information with others
- We will create a positive, supportive team spirit
- We will support necessary change and strive to improve
- We will engage with, develop and support local National Health Service organisations



Lancaster
Medical Practice

**Dalton Square Practice
King Street and University Medical Practice
Owen Road Surgery
Rosebank Medical Practice**

Computer System Downtime

Friday 21st to Monday 24th April

Friday 19th to Monday 22nd May

Friday 9th June to Monday 12th June

This means that we will not have access to patient records during these times

Computer System Downtime

What this means to you

There is a great deal of work taking place in the background as we bring systems and processes together.

Repeat medication should be ordered in good time as we will be unable to process any requests during the scheduled downtime periods.

Only URGENT appointments will be available.

Routine appointments may not be available on these dates.

Computer System Downtime

What we are doing

Working hard behind the scenes to minimise any disruptions to patients.

Meticulously planning the system IT mergers.

Increasing our appointment availability either side of the scheduled downtime dates.

Communicating to patients as early as possible.

Working with pharmacies and putting plans in place.

Issuing appropriate prescriptions for longer period over these dates and accepting orders early.