

Customer Service Policy

Putting patients first at Moatfield Surgery



Our Vision

Moatfield Surgery is working towards providing, not only a full range of high quality general medical services, but also more diagnostic and secondary care services, able to be performed in the Primary Care environment, for existing and future patients of the Surgery. We strive to maintain good relations with our patients to detect and eliminate potential problems and act upon improvement opportunities quickly and effectively whilst applying a consistent approach to customer care.

MF Values

- A belief in the importance of good quality patient care
- Preserving the role of the Generalist in patient care
- Promoting disease prevention and early detection
- Provide holistic and pastoral care tailored to a person's needs
- A belief in the importance of working with a well-motivated group
- An openness to new ideas and to their expression in new ways of working
- A recognition that Moatfield will grow only as its staff grow in commitment, competence and confidence.

Background

One of the simplest, least complicated, yet often overlooked aspects of delivering health care is practicing good customer service skills. Patient satisfaction surveys repeatedly show that health care worker attitudes, manners and amenities encountered during patients' experiences at medical facilities weigh with similar importance to treatment processes. Health care leaders and researchers are recognizing that health care, from the patient's perspective, is as much a consumer-focused service as other service industries are. Equally it is recognised that the funding of health care services does not follow in the same way as in consumer-focused services and limitations apply to e.g. opening hours or frequency of services availability.

Our Aim and what we will do:

“When a patient arrives in the reception area, we want them to feel well-received and cared for, and to effortlessly find their destinations in comfortable surroundings.”

At Moatfield Surgery we aim to

- ↔ deliver health care whilst optimizing patients' experiences in a multi-cultural society
- ↔ treat patients with dignity and respect from the moment they enter the surgery
- ↔ ensure patients know who we are when they speak to us e.g. introduction, badges
- ↔ apply patients' personal preferences or experiences incorporating social prescribing wherever possible
- ↔ engage the patient in their treatment process to participate in their outcome
- ↔ engage with Interpreter Services where required
- ↔ use the services of a care co-ordinator to signpost patients to services
- ↔ make available to patients health information at the surgery and on the website
- ↔ create surroundings that are conducive to wellbeing i.e. welcoming, practical, and sustainable
- ↔ respond to written, verbal or electronic communications from patients courteously, promptly and efficiently
- ↔ raise awareness and apply the values of the NHS Constitution
- ↔ comply with Accessible Information Standard – alternative communication modes
- ↔ ensure that data we hold on our clinical system is accurate, up to date and secure
- ↔ encourage feedback from service users in a variety of modes, both positive and when requiring improvement
- ↔ provide additional services e.g. extended hours as required in locality
- ↔ afford staff customer service training
- ↔ hold regular meetings with staff to maintain service level and communication
- ↔ and generally provide a compassionate, caring and candid service patients can trust in.
- ↔ We are committed to effective and efficient use of resources, ensuring value for money is obtained from the services we provide.

We would like you to:

- ✓ give us the information we need to help you
- ✓ treat all our staff fairly and with respect
- ✓ give us your views and suggestions to help us to improve our services
- ✓ keep any appointments that you have with us or cancel in good time