

# VENTURE

Health Group

<b>Policy Title</b>	<b>Patient Responsibility Plan</b>
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<b>Target Audience</b>	<b>All staff &amp; Directors</b>

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# Venture Health Group: Patients Compact

## At Venture we

- Justify the trust our patients have placed in us.
- Listen to patients' views and learn from them.
- Communicate with patients in a courteous, friendly and professional manner.
- Provide patients with the standard of care that we would expect to receive ourselves.
- Stand by the promises we make.
- Refer patients for further professional advice and treatment where appropriate.
- Are committed to ensuring that we keep our professional skills and knowledge up to date.
- Seek to offer the best patient experience and outcomes we can

## In our practice we will

- At all times respect our patients' confidentiality
- Deal with correspondence within five days of receipt
- Provide patients with a management plan. No treatment will be undertaken without the patient's full and specific consent.
- Make our policy for dealing with complaints known to patients. All complaints will be treated sympathetically and according to the agreed procedures.
- Provide the highest standards of infection control.

## In return, we would like you to

- Participate in your treatment, particularly any advice about prevention that we have asked you to continue at home.
- Arrive on time for your appointment.
- Treat our staff courteously; they will do their best to help meet your needs.
- Help us make services better: Your feedback is important to us.