



## **Privacy and Confidentiality**

We acknowledge that all medical records and information is considered confidential. It is always the policy of the practice to maintain security of all personal health information.

All information is only dealt with in line with current privacy and confidentiality legislation.

Privacy legislation means that our reception staff are not permitted to give results over the phone. We will make every effort to contact patients with any abnormal results. Occasionally our staff may not be able to contact you with any results, so please do not assume that results are normal if we have not been able to contact you. Please make sure you arrange a follow up appointment to discuss your results.

## **Your Rights**

It is your right to feel that your concerns are taken seriously. We endeavour to ensure your concerns are dealt with within a timely manner. Please feel free to discuss any issues with the doctor, nurse, or the practice manager.

Please feel free to complete a feedback form provided within our waiting room. We value all feedback and recommendations.

*\*\*Please ask our reception staff if you would like a copy of our policy statement\*\**