

Taurus Healthcare Ltd
Suite 1
Berrows Business Centre
Bath Street
Hereford
HR1 2HE

OPENING TIMES

Mon: 09:00 to 16:00

Tue: 09:00 to 16:00

Wed: 09:00 to 16:00

Thu: 09:00 to 16:00

Fri: 09:00 to 16:00

Sat: Closed

Sun: Closed

Telephone Number

01432 270636

E-Mail

enquires@taurushealthcare.co.uk

Website

www.taurushealthcare.co.uk

Fax

01432 276029

COMPANY STAFF

Chairman

Dr Nigel Fraser

Managing Director

Graeme Cleland

Medical Director

Dr Mike Hearne

Finance Director

Jo Shaw

Director of Nursing

Nikki Marriott

Service Managers

Kim McCready

Taurus Healthcare Ltd

COMPANY CHARTER

**Information for
Patients**



Taurus Healthcare

**Please take a copy
2017**



Patient's Rights

- ❖ To have access to their health records, subject to any limitations of the law, and to know that those working for the NHS are under a legal duty to keep those records confidential.
- ❖ To choose whether to take part in research or medical student training.
- ❖ To receive a copy of the company leaflet, setting out the services that it provides.
- ❖ To receive a full and prompt reply to any complaints they make about the care they receive.
- ❖ To have access to Hereford Healthwatch which is a body through which individuals and groups can express their comments and criticisms, and influence changes in local health and social care services
Telephone 01432 364 481 or email info@healthwatchherefordshire.co.uk

Taurus Healthcare Statement:

Our aims are to offer the highest standard of health care and advice to our patients, with the resources available to us.

We have a team approach to patient care and endeavour to monitor the service provided to patients, to ensure that it meets current standards of excellence.

We are dedicated to ensuring that Company staff and Doctors are trained to the highest level and to provide a stimulating and rewarding environment in which to work.

Our Company Charter

- ❖ You will be treated with courtesy and respect by all company personnel.
- ❖ All patients are entitled to have a chaperone present for any consultation. Please request this at the time of booking.
- ❖ Our standard is to see 80% of patients within 20 minutes of their appointment time. If you have waited longer than this please ask the Receptionist for an explanation.
- ❖ We aim to answer the telephone within six rings.
- ❖ All information held about patients is completely confidential. The Company is registered under the Data Protection Act 1998.
- ❖ All comments and suggestions about the service are welcome. Please use the box provided in the waiting area.
- ❖ If you have a complaint please speak to any member of staff. Your complaint will be dealt with in a professional and efficient manner.
- ❖ If you need to speak to the Patient Advice and Liaison Service (PALS) – free phone 0800 0304563
- ❖ We wish to make the premises as accessible as possible. If you have hearing, visual or physical difficulties please let the receptionist know so that we can enable you to fully use our services.
- ❖ If you need access to interpretation or sign language translation the staff will make this service available to you by reference to our Policy.

Patient's Responsibilities

- ❖ If you are unable to attend for an appointment please let us know so that we can offer it to someone else.
- ❖ If you are late for your appointment you may be asked to rebook at another time. Try to let us know in advance if you are going to be unavoidably delayed, so that we can make alternative arrangements to help you.
- ❖ We would ask you to be patient if the Doctor is running late. This is often due to unforeseeable emergencies but please ask for an explanation from the Receptionist.
- ❖ Please act in a responsible and courteous manner whilst on the company premises for the safety and comfort of others.
- ❖ Please treat all company staff, fellow patients, carers and visitors politely and with respect. Violence or verbal harassment will not be tolerated or accepted.