

# Brigstock Family Practice



## 3. Management of Patient Conditions

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Revisions:		<b>ENSURE APPENDIX 82 - LIST OF POLICIES REVIEW DATE IS UP TO DATE AND UPLOADED ON TO THE WEBSITE.</b>
<b>Date:</b>	<b>Reviewed by:</b>	<b>Reason for Changes:-</b>
March 2011	SA	<b>Update policy to include: Respecting and involving people who use services</b>
31.08.2013	MS	<b>Reviewed</b>
02.09.2014	MS	<b>Reviewed</b>
31.08.2016	RHK	<b>Reviewed</b>
30.08.2018	RHK	

### **3 MANAGEMENT OF PATIENT CONDITIONS**

**Brigstock Family Practice has a standard procedure when assessing a patient's needs and response.**

#### **3.1 Initial Consultation**

**All patients are subject to a free no-obligation consultation to expose opportunities for treatment across the range of services that the Practice provides. A 'Consultation' is written up and given to the patient outlining the possibilities for treatment.**

#### **3.2 Ongoing Assessment**

**The clinic has a policy of keeping consistent patient notes in order to log the treatment given as per the 'Consultation'. This helps us understand how the patient is responding to treatment and re-assess any needs accordingly. Should a need to alter the Derma Plan arise then this is done at this juncture.**

#### **3.3 Evidence based Treatment**

**The clinic pledges not to administer any treatment without first establishing a need and suitability of the patient. Once a course of treatment is underway notes are kept in order to ascertain whether it is working and whether further or different measures are required.**

#### **3.4 Respecting and involving people who use services**

**There are processes in place to ensure that people's choices are taken into consideration and respecting their rights to privacy, confidentiality, human rights independence and dignity. The surgery has the following policies in place and all staff are made aware of them: Equal Opportunities Policy, Patient Privacy, Dignity and Confidentiality Policy and Data protection.**

**To also respect the patients' privacy there is a private area in reception where confidential issues can be discussed.**

**Patients are supported and enabled to make informed decisions about the management of their care and treatment through the provision of appropriate information such as leaflets at the premises, patients questionnaires, complaints procedures & protocol and lastly a website which is updated when required.**

**Patients are involved in how the service is planned and run by discussing them at the patient group meeting and through a satisfaction and waiting time survey.**

**When patients need to make decisions about their care and treatment, they are informed of the risks and benefits through the clinicians giving advice about risks and benefits in treatment plan estimates for advanced treatment. Also the clinician makes notes on the patients' clinical records regarding the risks and benefits.**

**The surgery is involved in healthcare for the local community including oral health education and smoking cessation advice.**

**The clinician manager monitors to make sure that all the above arrangements are operating effectively.**