

SAFE WORKING IN GENERAL PRACTICE

In order to maintain the capacity to provide high quality medical care to our patients, we need to manage the demands on our resources.

These resources are finite, and **under greater pressure than ever before.**

Reception Team

Before offering you an appointment, our trained Reception Team may ask you a series of questions.

This is to ensure you are assessed and seen by the most appropriate clinician or service.



Zero Tolerance

This practice operates a zero tolerance policy.

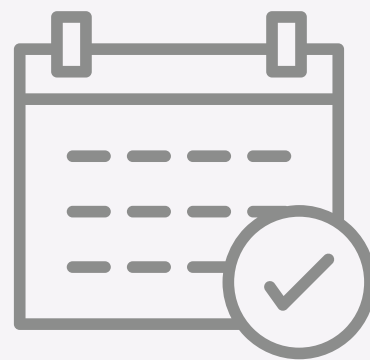
Thank you for treating our staff with respect.



Same Day Appointments

When our appointments are full, you will be directed by a member of our team to the most appropriate service for your needs. This may include an appointment at the practice at a later date.

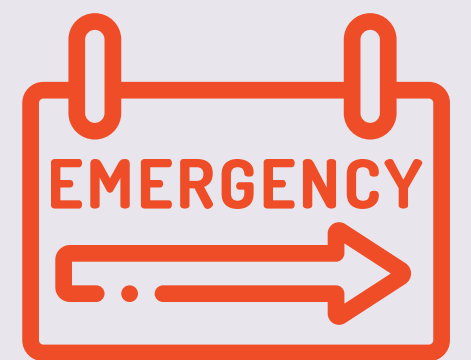
You may be asked to contact 111, a community pharmacy, or attend a walk-in centre.



Emergency Care

General Practice is not an emergency service.

Emergency care involves life-threatening illnesses or accidents which require immediate treatment from the ambulance service (via 999) and an emergency department (A&E).



Face to Face Appointments

Our team will use the information you provide to get the help that's right for you.

You may be offered a face to face appointment or **where clinically appropriate** a phone-call or video consultation with a member of the clinical team may be provided.



Waiting List System

Demand for appointments currently outstrips capacity.

In order to focus our resources on patients with the most clinical needs, our surgery reserves the right for non-urgent problems to be added to an appointment waiting list.

