

Help us to Help You Guide

1. **Trust** is at the heart of the doctor-patient relationship.
2. **Communication** is vital for safe care. Our clinicians are all English speaking. Should you require it, professional interpreters are available to book through the Ujala centre. Please note that they require up to one week's notice.
3. **Appointments**, in line with national guidelines, usually last 10 minutes. You will initially be offered a telephone appointment where you will be triaged by a GP and a physical appointment arranged at the GP's discretion.
4. **Punctuality** is vital, since late arrival can mean loss of appointment time.
5. **Home visits** are generally reserved for those instances when they are clinically appropriate, such as terminally ill or bed-bound people. This is in keeping with national guidelines. **Please ring before 10am.**
6. **Minor ailments** such as coughs and colds can usually be self-treated with over-the-counter medicines, and advice from your pharmacist, NHS Direct, and the Home Health Guide, a copy of which can be obtained at the surgery.
7. **Repeat Medicines** require 48 hours' notice to process. **For new patients, your repeat prescription medicines will not be added as repeats until your medical records have been received. We will issue acute prescriptions for you until then.** We urge all our patients to use online ordering as this limits mistakes and over-ordering.
8. **Confidentiality** is a vital part of our work, and everything you tell us is dealt with in this way. Please ask to see our Privacy Policy.
9. **Missed Appointments** are a waste of valuable resources. Missing three appointments will result in a letter informing you that further missed appointments without a legitimate reason may result in your removal from the list.
10. **Mobile phones** should be kept on silent upon entering the building.
11. **Food and drink** are not allowed in the building at any time.
12. **Sick Notes** are issued based on a few simple rules. The first seven days are covered by self-certification. If you expect to be ill for more than one week, please arrange a routine telephone appointment for the seventh day, stating that this is the purpose of the call. The decision on fitness to work rests solely with the GP. We rarely, if ever, issue back-dated sick notes unless there are clear grounds to do so, usually supported by evidence from elsewhere. Please also understand that we may only sign statements that we are in a position to verify. We will not use emergency appointments for the generation of a sick note unless there is a valid reason, in our opinion, for doing so.
13. **Drugs of Addiction**, such as codeine and diazepam taken on a regular basis require specialist care, so we will not usually register patients who wish to take such medicines unsupervised.
14. **Non NHS work** will incur a charge. We publish and annually update our fees, which are available for you to inspect at reception.
15. **Aggression** is not acceptable under any circumstances towards any member of our staff, and will result in the immediate removal from the practice, along with the incident being reported to the police.

I confirm that I have read and understood the guide.

Date: