

## **MALDON ROAD SURGERY**

### **RULES OF THE PRACTICE**

In order for the receptionist to:

- offer an emergency appointment fairly to those who really need one
- offer as many emergency appointments as possible
- deal with your visit to the surgery appropriately
- be fair to patients who have booked appointments
- have appointments in the evening for people who work
- avoid medical letters going astray or being unable to contact you regarding your appointment
- allocate your appointment with the correct doctor
- keep your waiting time to a minimum
- assist with your medical certificates
- ensure that your medication is continuous
- be polite to you

Please make sure that you:

- Ask the receptionist for a self certificate form – do not waste the doctor's time.
- cancel your appointment if booked and no longer required.
- inform them of any adverse changes in the condition of the patient upon arrival.
- do not just turn up and expect to be seen immediately.
- make your appointment in the morning if you do not work.
- notify us of any changes in your name/address/phone number as soon as possible.
- inform us whether your appointment is for a smear, over 75 check or injection.
- arrive on time for your appointment, one problem per appointment slot.
- do not ask for certificates to be backdated.
- give the receptionists 48 hours notice for repeat prescriptions, notifying us of chemist collection where necessary.
- are polite to the receptionists.

**THANK YOU**