

Eastside Surgery

SOME SIMPLE GROUND RULES

To help us provide a better service for all.

We have noticed recently that our surgeries have become increasingly busy and to help ensure that everyone gets the best treatment, both patients and staff, we would very much appreciate it if you would follow some simple ground rules.

*** Some patients are not turning up for appointments ***

**These appointments could be offered to other patients
who have to wait.**

If you are going to be late, then please phone us. If you arrive **more than 20 minutes** late you will be advised to make a further appointment unless it is an emergency.

- 1) **We do not run a drop-in surgery** and would appreciate it if you would ring us prior to attending the surgery if you do have an emergency to ensure that a doctor or nurse is available in the surgery. This would help us to deal with an emergency, as failure to do so could delay urgent treatment. In some cases attending A&E could be the better choice for your treatment.
- 2) We do run an **emergency surgery** every day after 11.30am but this is an emergency surgery **ONLY** and **ONLY** the emergency problem will be dealt with. If you have other medical problems you will need to make a further appointment. To attend this surgery please ring and make an appointment and you will be seen as quickly as possible by any doctor, but it is possible that you will have to wait for some time before seeing a member of the medical team. If an emergency occurs in the afternoon please phone the surgery and we will if appropriate arrange for the patient to be seen.

- 3) Wednesday afternoon is our half day for administration and teaching for the doctors. **THERE IS NO SURGERY.** We would very much appreciate that you only phone if there is an urgent problem.
- 4) We would recommend that if you need to speak to a doctor that you phone the surgery as early as possible.
Your name and contact details will be taken by reception staff and will be added to the phone call list, The doctor will contact you at some stage during the same day.
- 5) If you need a **HOUSE CALL**, please phone **before midday** as this would help us as regards organisation. If there is an **emergency** requiring a house call in the afternoon, please phone us and we will try to ensure you are seen as quickly as possible.
- 6) Our Health Care assistant will take bloods, carryout blood pressure checks, give flu vaccinations, give B12 vaccinations, undertake minor dressings & ECGs
Mon/Tue/Thur and Fri 9 – 11am

For other injections, vaccinations and dressings, we would appreciate it if you would attend the Treatment room on a WED 9am – 11am or ring to book an appointment with the practice nurse if you need these services. For Practice nurse you will be given a set time to attend and we will try to keep to this time, although emergencies can delay when you are seen.

To ensure a good service for all of our patients we would very much appreciate your co-operation with following the above mentioned ground rules.

If you have any suggestions that can help us improve our service we would like to hear from you.