

Before we complete your registration, we would like you to be aware of the following:

- We seek to treat all persons with dignity and respect as befits professionals. We expect the same courtesy in return, especially towards our hard working and friendly reception staff. We operate a zero tolerance policy towards swearing, abuse or threat towards our staff. Such behaviour will result in immediate removal from the list.
- We do not prescribe antibiotics for colds, sore throats and other viral illnesses. The vast majority of such common ailments should be dealt with by waiting for your body to heal itself and / or getting medicines to help with the symptoms from the chemist. We will remind you of this if you present repeatedly with minor viral illnesses.
- The doctors prefer not to prescribe even mild sleeping tablets and sedatives.
- We seek to adhere to NHS guidelines and only prescribe 'off licence' medication in exceptional circumstances.
- We generally prescribe medicines by their chemical (generic) name and not their approved, or Trade, name. This means the brand of your medication may change from month to month but the important, active ingredient is the same.
- Patients are expected to keep to the guidelines for ordering repeat prescriptions and to order in sufficient time so their prescription does not run out.
- Many medical and admin problems can be dealt with over the telephone. Indeed, often the duty doctor may simply text you relevant information to your query.
- Missing appointments wastes precious NHS resources. Three missed appointments in one year may result in us removing you from the list as this safeguards NHS resources for the majority of patients. Being late for an appointment counts as a missed appointment and the doctor will not be able to see you.
- Treatment offered by the GP will be appropriate to your medical needs which may not always be in line with what a patient wants. Where there is a difference of opinion between you and the doctor, the doctor will seek the opinion of the rest of the team. Referral to a specialist is not a 'right' but one possible outcome of a consultation with your doctor.
- We believe strongly in the proven health benefits of working and any patient on incapacity benefit will be repeatedly encouraged to get back to work where clinically appropriate
- We strongly endorse the health benefits of learning English to improve communication between doctor and patient. Any non-English speaker will be encouraged to learn English.
- Accident and Emergency (A/E, Casualty, Emergency etc) departments are, as their name suggests, for accidents and emergencies. Please call here for all other problems first. At weekends and during the evening, please contact the out of hours service – do not go to A&E unless truly an emergency.
- Regrettably the doctor has to consider the needs of subsequent patients on their appointment list so patients with multiple complaints may be asked to book another appointment.
- Having read the above, should you not wish to register here, we completely understand that and wish you well as you exercise your choice to register at another local practice.

Patient signature

Date