

## QUESTIONS WE ARE OFTEN ASKED

### **“Can you check my Midwife/Podiatry/Physio appointment?”**

*No. We cannot check on any of the above appointments as it is a completely separate service and we do not have access to their systems. We may be able to give you a contact number for you to ring them.*

### **“What is an emergency appointment?”**

*As receptionists we can guide you but we cannot decide if it is an emergency for you. This needs to be your decision as to whether you feel you need immediate care that day for your problem.*

### **“If there are appointments being released at 8.30am in the morning can't I book one now?”**

*No. The computer system is set up to automatically release the appointments for a morning at 08.30. We are unable to override this system unless we have strict instructions from the doctor to do so.*

### **“Why Can't I have information on my husband/wife/daughter/sons appointments or medication?”**

*For anyone over the age of 16 we are not allowed by the data protection act to disclose any information unless we have written consent from the patient stating they give full permission to that individual to discuss their medical records or specific to what information they are limited to access.*

### **“When booking an urgent appointment, why do you ask for a reason?”**

*No, we are not doctors or nurses but we do have several years of experience and training when it comes to booking appointments.*

*We have been trained as to which questions to ask, what symptoms to look out for and who to book appointments with. Also the doctors like to have a brief description as to the problem they will be seeing you with. This also helps us isolate anything that could be deemed contagious for the protection of the patient and others in the waiting room. If you would prefer not to disclose a brief description of the problem please just say “it's personal”.*

### **“Why don't we take prescriptions requests over the reception phone? “**

*We do not offer this service as it is a Medicine management safety issue. There is a too high a risk of admin/patient errors being made, to justify a Receptionist taking a request.*

*Alternate methods include;*

- *requesting via online access (available 7 days a week, 24 hours a day),*
- *bringing in your completed repeat request slip in to the Surgery,*
- *phoning the Dispensary: 01747 840950 Mon, Tues, Thurs and Fri: 09:15 -10:30 and 14:00 – Closing Weds: 09:15 – 12:00*
- *or filling out a request form at the reception desk.*

