



Dear Patient,

You may have noticed we can run late.....

Being late is annoying for you and stressful for the staff and the doctor. We are keen to fix lateness when it occurs.

One of the problems is that our consultations are running over time. Just 3 minutes extra per consultation means that the doctor is 1 hour late at the end of the morning!

You can help by....

- Being aware that your time with the doctor will be about 10 minutes
- If you need a longer appointment, please request a long consultation when you book your appointment
- Being understanding if the doctor suggests you come back to address remaining issues
- (Perhaps make a written list to share with the doctor)
- Understanding that a 'Fit In' appointment is for really urgent/'can't wait' conditions of the day, and deal only with that one urgent problem.
- Patients are advised if a consultation is more complex that a fee for an extended consultation will be charged.

Thank you for helping us to keep waiting times to a minimum.