

<p>I will give 48 working hours' notice when requesting a repeat prescription. Furthermore, I agree to make my request in writing: the patient online access or use repeat prescription slip I acknowledge that medications requests cannot be made by telephone.</p>	
<p>Test Results</p>	
<p>I understand that I can access online for results of medical tests. If I need to call the surgery it will be after 11.00am.</p>	
<p>I acknowledge that I am responsible for contacting the practice for my results, and that I will only be contacted by you in cases when I need urgent medical attention following a test.</p>	
<p>Home Visits</p>	
<p>I will only request a home visit from the Practice under circumstances where I cannot physically attend at the Practice, and have no one who can assist me. I will endeavour to make this request no later than 10:00 am.</p>	
<p>Telephone appointments</p>	
<p>I understand that I may book a telephone consultation with a doctor or nurse, but I will not be able to speak with them whilst they are consulting with other patients.</p>	
<p>Out of Hours and A&E Services</p>	
<p>I agree to use the Out of Hours Services or A&E only where it is medically necessary, otherwise I will contact the surgery when it is next open.</p>	
<p>Out of Area Patients</p>	
<p>I must inform the Practice when I change address. If the address is no longer in the Practice's catchment area, I will need to find another practice in my new area within 30 days.</p>	
<p>Non NHS Services</p>	
<p>I agree to pay fees for non NHS work I request such as a medical certificate for absence less than 7 days or a private medical. I understand this is not covered under the NHS contract. I agree to pay in advance by either cash or a bank transfer. I acknowledge that private letters and forms that are not clinically urgent may take up to 20 working days to process.</p>	
<p>Bringing Children</p>	
<p>If you bring children to the surgery, we would be grateful if you would ensure they do not disturb other patients. I agree to supervise them at all times.</p>	
<p>Parking</p>	
<p>I agree to use car park at the back or park without causing any inconvenience to the neighbours</p>	
<p>Mobile Phones</p>	
<p>We welcome the use of mobile technology. We simply ask you to be sensitive to others when using your mobile phone; by muting the ringer (to vibrate only or silent) and speaking quietly and outside the building. We would request you not to use the phone facility whilst in a consultation.</p>	
<p>Food and Drink</p>	
<p>Please do not allow food or drink alcohol in the waiting room. No smoking is allowed in the building</p>	