

# Stock Surgery

## PATIENT AGREEMENT

- Agree to book a **routine** appointment whenever possible.
- Only request **urgent** appointments in the case of a **genuine medical emergency**.
- **Home** visits should only be requested for **housebound** patients or patients who are genuinely unable to come to surgery. (Transport remains the responsibility of the patient).
- Calls outside surgery hours and especially those at night should be strictly made only for **genuine medical emergencies**.
- Always treat the Receptionist and all the staff with courtesy and respect and they will do likewise. The surgery has a **zero tolerance policy** towards any patient using offensive language or behaviour.
- Always **cancel** appointments where possible within 24 hours, appointments should not be made and not kept.
- Patients to do whatever possible to improve their own health.
- Request for sick notes should only be made after the first 7 days of illness.
- Requests for repeat prescriptions should not be requested during consultation with the doctor or over the telephone.
- Doctor consultations are limited to 10 minutes.
- Antibiotic treatment is not available for cold and viruses.
- When moving out of the surgery's catchment area, patients must register with a new GP.

Patients Signature .....

Patients Name..... DOB.....

Date .....