

Chells Surgery

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EMERGENCIES/GENERAL
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Please visit our website at:
www.chellssurgery.co.uk

Emergency Slots

Dr A Osindero	(Male) Senior Partner MB BS MRCGP DRCOG
Dr J Evans	(Male) MB BS DCH DRCOG
Dr R Hall	(Male) MB ChB DRCOG DCH DFFP MRCGP MBA
Dr S Irvine	(Female) MB ChB MRCGP DRCOG
Dr S Coxall	(Female) MB ChB
Dr I Knight	(Male) MB BS MRCGP BSc
Dr D Fernando	(Female) MB BS MRCGP DFRSH
Dr S Low	(Female) MBBS BSc MRCGP

**PLEASE HAND THIS LEAFLET TO
THE DOCTOR**

EMERGENCY SLOTS

If you have been given an **EMERGENCY SLOT** this does not mean that you have an appointment, however as you have a medical problem that you feel requires urgent attention today you have been added to the doctor's fully booked surgery. Due to this there will be a wait. We do aim to keep your wait to less than 2 hours.

Please be patient you will be seen, but also be aware that there may be occasions when someone who has arrived after you goes in before you. This is because they may have a pre-booked appointment or have been triaged by the doctor.

All emergency slots are triaged by the doctor according to medical need. Patients are not

called according to time of arrival. This is why the receptionist asked for details of your problem.

Unfortunately the receptionists are not able to tell you exactly when you will be called in and so we would appreciate your continued patience.

We **do not** class the following as a medical emergency:

- Repeat Prescriptions
- Sick notes, or other certificates
- Conditions of an ongoing nature (unless deterioration has occurred requiring medical attention that very day).

Emergency Slots are for **genuine emergencies only**

The Doctor will deal with **one issue only**

We are not able to offer you a choice of Doctor or time, or fit it around your schedule.

Pressurising a Doctor to work faster is unsafe and **will not be tolerated.**

There will be a wait involved as the Doctor is adding you to their already fully booked list.

Please do not expect Reception to be able to alter the wait time.

If you are not prepared to wait, you will need to re-book, explaining that the matter is no longer urgent.

Thank you for your understanding and co-operation.

