

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.

Chells Surgery

265 CHELLS WAY
STEVENAGE
HERTS
SG2 0HN

TELEPHONE: 01438 313001
EMERGENCIES/GENERAL
ENQUIRIES/TEST RESULTS

APPTS: 01438 727273
FAX: 01438 362322

WEBSITE: www.chellssurgery.co.uk



Please visit our website at:
www.chellssurgery.co.uk

Thursday Afternoon Emergency Surgery Only

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

**PLEASE HAND THIS LEAFLET TO
THE DOCTOR**

THURSDAY AFTERNOON EMERGENCY SURGERY ONLY

Thursday afternoon is a half day for this Practice. We have 1 duty doctor here who holds an emergency surgery. If you have an emergency, which occurs on a Thursday afternoon, you will be asked for details of the problem, on behalf of the doctor, and invited to come to the surgery when the doctor starts his clinic, but you will have to sit and wait.

All emergencies 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).

Please be aware that several people may be waiting to see the duty doctor on a Thursday afternoon and this emergency clinic can be very busy.

We do aim to keep your wait to less than 2 hours.

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.