

We are planning to produce regular newsletters in order to have better communication with you - our patients. We hope that you find them useful.

The same newsletters are available online at  
[www.ruskinhealthcare.co.uk](http://www.ruskinhealthcare.co.uk)

First of all there are a few issues we have noted ourselves but they have been pointed out in particular by doctors who work in other places. Your cooperation in understanding these important points will make the surgery a better place for us to work and for you to get quality health care.

1. We work under strict time pressures. Doctors have 10 minutes for an appointment. In the 10 minutes the doctor has to carry out:

- a. calling for you,
- b. greetings,
- c. the consultation,
- d. examination,
- e. prescribing,
- f. explanation,
- g. follow-up, further tests, referrals etc.,
- h. saying good-bye and then
- i. typing up the consultation in your computer records and dictating referral letters, when applicable.

While some problems might take 5 minutes to sort out and others might take even  $\frac{1}{2}$  hour or 40 minutes, we try to average our consultations at 10 minutes each.

2. To ensure that we run on time we would like your cooperation in:
  - a. Arriving on time
  - b. 1 patient with 1 (or maximum 2) problem(s) for 1 appointment
  - c. Not asking for repeat prescriptions for yourself
  - d. Not asking for repeat prescriptions for your family members
  - e. Not asking other family members or friends to be seen.

3. Your doctors always try to keep to appointment times. However, in some cases where there is an emergency or urgent matter, you might have to wait. Please be assured that such delays will be rare and we shall strive to keep you informed whenever such a situation arises.

4. Our staff at reception are there to help you. We have some procedures in place for day-to-day activities, such as booking appointments, giving results, managing repeat prescriptions, etc. Our staff are among the most polite and helpful according to our locum doctors and we have to acknowledge this. Despite this, unfortunately we come across some patients who are rude or even abusive towards our receptionists. This behaviour is unacceptable. While we understand that you might have health needs, we too have our limitations.

5. Repeat prescriptions can be ordered by a variety of means and it is your responsibility to leave enough time for a new repeat prescription to be issued. You can either leave your repeat prescription slip with items required ticked, at our reception, at any local chemist or in the letterbox next to the pharmacy in our building. It takes 2-3 working days for your prescription to be checked by reception staff, printed, re-checked by the doctor, signed by the doctor and filed in the right place.

Next newsletter: Infections and antibiotics.