

## **Accessing Services at Abernethy House Help Us to Help You**

People who telephone the Doctor are often worried and often in a hurry. We do understand this and hope the points below will assist us to help you as quickly and pleasantly as possible:

### **Appointments**

These can be made between 8.30 am and 6.30 pm, Monday to Friday by calling 020 370 4940 and pressing Option 2. On the day appointments are only for patients who have a medical emergency that cannot wait until the next day. Routine appointments can be booked up to 8 weeks ahead and we offer online booking of these appointments. Please ask reception for further details.

### **Ringling the Surgery for Non Urgent Matters**

Please only phone the surgery between 8 am and 10.30 am for urgent matters such as Nurse Triage, emergency appointments and visits. This leaves the lines free for patients who need to get through urgently.

### **Test Results**

Please ring as late in the day as possible, our quieter times are usually lunchtime and the Doctors do not mark their results to after morning surgery. Please note results and blood tests take a week to come back and be actioned. X Rays and scans can take two weeks to be received back by the surgery.

### **Visits**

Please do not ask for a visit if you are well enough to attend the surgery. Visits are only for housebound and terminally ill patients only. If you need a home visit please ring the surgery as near to 8.30 am as possible.

### **Prescriptions**

Requests for repeat prescriptions **will not** be taken by telephone. Please order your medication in plenty of time. You can also sign up to our online services for repeat prescriptions. Please ask reception for details.

Thank you for your co-operation

*Mrs Tracey Jenkins  
Practice Manager*

*Ms Irene Richards  
Patient Participation Group - Chairperson*