New Patients: Patient Declaration

It is important that you read and understand the following. If you have any questions, please do not hesitate to ask a member of our reception team for clarification.

We are always pleased to welcome new patients to Cloughmore Medical Centre. However, there are a few house rules, you are requested to read before applying to join.

There is a book on the day system in operation for GP appointment, we do offer several pre-bookable appointments but there are only a finite number of these with a wait time of up to 6-8 weeks.

Medical emergencies can be seen the same day, the GP determine on what is classed as a medical emergency. Any form of sick note is not classed as a medical emergency.

We are not allowed to give notes for court regardless of solicitor requests.

BENZODIAZEPINES

People with addiction problems can be accepted but we do not initiate prescriptions for dihydrocodeine, diazepam or any form of benzodiazepines. Any patients already prescribed this type of medication will be started on a reducing programme.

ZERO-TOLERANCE POLICY:

We operate a **ZERO-TOLERANCE** policy regarding verbal abuse towards staff. Our staff are here to help you, it important that all member of the public and staff are treated with respect. We aim to always treat our patients courteously and expect our patient to treat our staff in a similarly respectful way.

We take seriously any threatening, abusive or violent behaviour against any of our staff or patients. If a patient is violent or abusive, they will be asked to stop. If they persist, we may exercise our right to take action to have them removed, immediately, if necessary, from our list of patients.

Anyone giving verbal abuse to members of staff will be sent a letter from the Practice stating that this behaviour will not be tolerated and may result in removal from the Practice patient list. There will be no appeal process.

Please sign below to say that you have read the above.

Print Name: …………………………………………………………………………..

Sign: …………………………………………………………………………………….

Date: ………………………………………………………………………………........