

Frequently Asked Questions

Resulting from the recent Patient Survey

1. Why did a Doctor I saw only a few weeks ago suddenly leave?

The Attenborough Surgery is a training practice. The Doctor you saw may have been a Registrar - a fully qualified Doctor who is training to become a GP - or perhaps a locum, filling in whilst one of the Partners was away.

Please look out for personnel changes on the Practice notice boards or website.

2. Why can't I always get to see my favourite Doctor when I would like to?

a) As the surgery is a training practice your usual Doctor may be involved with training and therefore unable to see their regular patients.

b) Some of the Doctors only work part-time.

c) If your problem is not urgent please try to book in advance in order to see your preferred Doctor.

Please consult the Doctors' rota which is available in both surgeries and on the website.

3. I am often kept waiting at least 10-15 minutes beyond my appointment time to see the Doctor.

Please help us to reduce waiting times by:

a) Being realistic about the time you need with the Doctor. Book a double appointment for more than one problem and if you have a single 10 minute appointment do not expect the Doctor to spend more than 10 minutes with you.

b) Booking a separate appointment for each person who needs to be seen.

c) Remembering to cancel any unwanted appointments.

d) Being on time. If a Doctor chooses to see you when you arrive late it will delay patients after you being seen on time.

Please watch the electronic message board and listen to the receptionists for announcements regarding the Doctors' running times.

4. My prescription ran out today - why can't I get a repeat immediately?

Repeat prescriptions take 48 hours to process as the Doctors need to check your clinical records. Please ensure you leave enough time before needing your medicine.

You can request a repeat prescription by calling into the surgery, by faxing or by using the EMIS Access service on the website. Alternatively, a number of local pharmacies will manage your repeat prescription requests on your behalf.

5. Can I email a repeat prescription request or question for the Doctor?

No. The Practice does not accept repeat prescriptions by email nor questions for the Doctors as this method is not secure and the Practice cannot guarantee a timely response in the event of any urgent enquiry.

6. Does the Practice offer extended opening hours?

Yes. Currently the Practice is opening late one evening (Monday until 8pm) and early one morning (Thursday from 7am) a week and one Saturday (8.30-11am) a month at Bushey Health Centre.

Appointments at these times must be pre-booked and are intended for patients who are unable to attend during normal opening hours. Please use consideration when booking these appointments.

7. I have heard that the Practice is relocating.

There are no immediate plans to relocate, however the Practice is actively searching for larger premises or land to build on in the local area.

Website address - www.attenboroughsurgery.co.uk

