

Dr. Anne Baruch

Dr. Toyin Baikie



LATE ARRIVALS POLICY

Hook Surgery

The GPs try very hard to run to time with their appointments and do not wish to keep patients waiting. For this reason we have adopted the following policy for people who arrive late for their appointment.

- If you arrive up to 5 minutes late you will be checked in as usual though please do try to arrive on time
- Dr and Nurse appointments are generally 10 minutes long so if you arrive 10 minutes late you have missed your appointment. The receptionist will ask you if you would like to re-book for another day.
- If you wish to wait the receptionist will check with the clinician concerned whether they agree to fit you in later on in the session. This may mean that you wait until the end of the Dr or nurses' session. The clinician may decide that it is not possible to see you later in that session and you will then be asked to re-book on another day

Hopefully this will help everyone to run to time. Inevitably there will occasionally be emergencies which mean that a patient needs more time than anticipated. If we are running late we will try to keep you informed. The receptionist will inform you if a Dr or Nurse is running late when you check in. If it would be more convenient for you to re-book please do so. We will also use our Jayex board to remind patients of an exceptional waiting time i.e. more than 30 minutes.

If you know that you will be arriving late for example because you are stuck in traffic please let us know if possible.

Thank you for your co-operation

Lorna Campbell Practice Manager