



Please go to the outpatient reception to let the receptionist know you are here.



The receptionist will give you an orange disc or blue triangle. **Please hand this to the nurse running your clinic.**

The nurse will tell you if there is a delay, or if the clinic is on schedule.



Please help yourself to a **tea or coffee** (small charge applies) whilst you wait. If you need assistance, please ask a member of staff.



A member of staff will call you when it is your turn to be seen.



If the doctor prescribes a medication that you have to wait for in clinic, this can take up to 2 hours for our pharmacy to process.

Please ask the nurse if you have been kept waiting longer than this.



The time of your appointment is the time to arrive in the department. You may need blood tests or other examinations before you see the doctor. You will be seen in time order

We do our best to ensure patients do not need to wait longer than 30 minutes. Sometimes very ill or emergency patients may need to see the doctor ahead of you. If this happens, our staff will keep you informed of the clinic's progress. Pharmacy also try their best to process prescriptions within 2 hours, but the complexity of prescriptions sometimes can cause greater delays.

If you feel you have been kept waiting without an explanation, please talk to a member of staff.