

Dr Wilkie & Partners Terms & Conditions

Dear Patient

Before you begin to use Patient Access we would appreciate it if you could read the following guidance regarding the booking of appointments online. Please keep this page of the document for your own reference. Patient Access is for routine appointment booking only. If you require an emergency appointment please contact the surgery by telephone and provide the information requested from the receptionist per Gp instructions. You may get a call back from the doctor or nurse to triage the emergency and allocate a suitable appointment if necessary.

Reasons for Appointment

We would ask that you enter a reason for your appointment in the box provided when booking an appointment. This gives us the opportunity to ensure that it is appropriate for you to see the doctor rather than a nurse. Please be assured that all details entered are secure and cannot be intercepted. Our practice has a strict confidentiality policy.

Missed Appointments

Please let us know if you will be unable to attend an appointment that you have booked online. Either contact us by telephone to cancel it or cancel it online. This will allow us to offer the appointment to another patient. We realise that there are valid reasons for not attending, however we will be monitoring such occurrences on a regular basis.

If you miss an appointment we will remove your facility to use Patient Access, however you will still be able to book appointments with our receptionists.

Nurse Appointments

Due to the nature of nurse's appointments we are unable to offer them online at the moment.

Doctors Appointments

Please ensure that you book the appointments appropriately. If you are unsure as to whether it is appropriate for you to see a nurse or a doctor please contact us by telephone.