

# Watton Medical Practice

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Dear New Patient

Welcome to Watton Medical Practice. Inside this pack you will find a registration form for you to complete, along with a patient information booklet telling you all about us. Please take your time to read the enclosed information.

I would like to make you aware of some of the additional services we offer here at the surgery:-

- **A Walk-In-Phlebotomy Service**
- **Prescription Ordering Service**
- **Various nursing clinics**

When filling out the registration form, it is important that you fill out all of the details requested, as this will speed up the registration process. It is also important that you nominate a pharmacy (Watton pharmacies – Boots or Total Health).

When you return your completed forms it usually takes us around three days to enter your details onto our system. If during this time you need to speak to a doctor urgently, please inform our reception staff. Please hand your repeat medication list in with your completed registration form, if you have one.

If the doctor, Paramedic Specialist Practitioner or nurse asks you to bring in a sample at any time, please note that this should be with us by 11am. If you require a home visit you should call the surgery before 10am.

**Routine Appointments** - To book an appointment, please telephone on 01953 881247, or call into the surgery. All calls are queued, so please hold until the receptionist answers. Routine appointments can be pre-booked and you will be given the next available appointment.

**Urgent Appointments** - If you are requesting an urgent same day appointment, please telephone the surgery on 01953 881247 and you will be allocated to the triage call list for the day. The doctor will initially contact you by telephone and will discuss and review your condition. They will agree the best course of treatment which may or may not include a face to face appointment.

Please can we also draw your attention to our surgery website:

[www.wattonmedicalpractice.co.uk](http://www.wattonmedicalpractice.co.uk) where you will be able to view further information about the surgery, including our Practice Charter.

I hope that this has been helpful, but if you have any questions or queries, please do not hesitate to speak to one of our receptionists who will be happy to help you.

*Watton Medical Practice*