

Patient Services Team

Our Patient Services team will greet you when you call the practice or come to the reception desk. The team also includes our dispensers and our secretaries.

Kindness
Integrity
Empathy
Caring
Solutions

What is important to us...

- We want you to feel that we are caring and show empathy and kindness when interacting with you.
- We try hard to find an appointment for you with the most appropriate clinician.
- We aim to make a difference and we work hard to find a solution if you have a problem.
- We encourage you to talk to us if you think we can improve our service.
- ❖ *Please treat us in the same way you expect to be treated.*
- ❖ *Please be patient - we will try to find you the appointment you would like but sometimes we have limited availability e.g. nursing slots.*



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