East Leake Medical Group

OUR PROMISE TO YOU

The staff at the East Leake Health Centre are committed to giving you the best possible care and attention at all times.

We will:

- Treat you with respect, courtesy and understanding.
- Offer you a health check on joining the practice.
- Enable you to see a doctor on the same day.
- Treat your problems and medical records with complete confidentiality.
- Prescribe all appropriate drugs and medicines
- Give you the choice about taking part in the teaching of medical students.
- Refer you for a second opinion if both you and your doctor agree this is appropriate.
- Process your repeat prescription requests within two working days.
- Give you the opportunity to make positive contributions to the practice via the comments, suggestions and complaints procedures administered by the Practice Manager

In return, we expect you to:

- Treat us with courtesy and understanding
- Request home visits only when you are too ill to come to the surgery.
- Cancel your appointments if you are unable to keep them
- Arrive in good time for your appointment.
- Allow at least two working days for your repeat prescription to be processed.
- Understand that an emergency can occasionally disrupt even the best systems.