



# **Coming to see us at Fort House Surgery**

*What to expect when you visit*

# You will need an appointment to come and visit us

- You can go on our website [www.forthousesurgery.co.uk](http://www.forthousesurgery.co.uk) or if you are not able to access the internet, ring the surgery to ask the receptionist to help.
- You will be asked some questions including your name and what you think is wrong with you.



# We will then get back to you

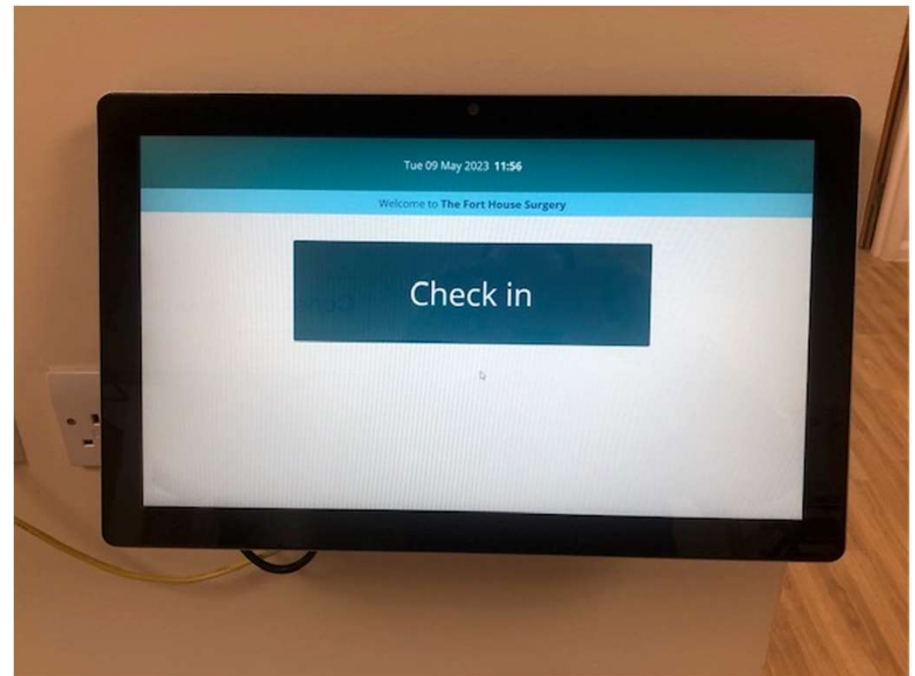


- We will either send you a text message to book an appointment or we might ring you on the telephone to arrange an appointment.
- Sometimes we may call you and speak to you on the phone rather than you needing to come to the surgery.



# **If you are given a face to face appointment you will be given a time to visit the surgery**

- When you arrive you can tell us by using the screen as you come in by the door.
- If you need help you can speak to the receptionist at the desk and they will help you.



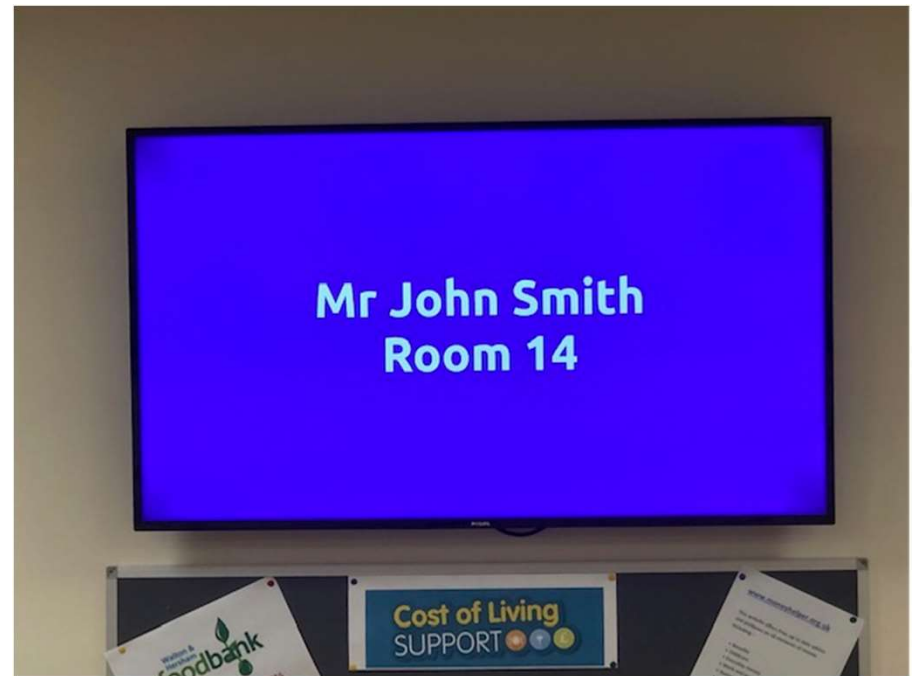
# If you get stuck or need help, speak to the receptionist



- They are here to help you.
- They will help with making any follow up appointments or if you have any questions or need any help.

# Sit on the chairs in the waiting room and we will let you know when we are ready to see you

- We might come into the waiting room and call your name or we might call you on the television screen. It will call your name and tell you which room to go to.





# Signs

- We have signs around the surgery to help you find the room that you are called to, or if you need to find anything else, like the toilet while you are with us.





# You will see one of our clinical team

- We have a picture board in the waiting room showing pictures of people that you may see



# We will see you in one of our treatment rooms

- Each treatment room looks similar to this.
- There are normally chairs, a desk and a bed if we need to examine you.
- You are very welcome to come on your own, or bring someone with you.



# What might we do

- We might take your blood pressure or do some other tests.
- We will never do anything without asking you if it is ok first. If you are worried or want us to explain anything again, just tell us.



# You can always ask questions

- If there is anything that you do not understand or want explaining differently, just ask us.
- If it helps we can write anything down to help you remember it later.



# We might need to give you a prescription for some medicines

- We normally do this by sending it directly to your local pharmacy. You will need to go there to collect it.
- We may sometimes give you a paper prescription to take to the pharmacy.



# **If you have any questions, or are worried about anything, please let us know**

- You can go to the reception desk and talk to the receptionists. They will be able to help you or get someone that can.
- Remember, we are here to help you, just let us know if there is anything we can do.



- If you have any other questions, or if you want to walk around the surgery before an appointment, to make it more familiar for you, please let us know. You can ring the surgery on 01932 253055 or you can email us at [forthousesurgery@nhs.net](mailto:forthousesurgery@nhs.net)

- We always like your feedback. If this leaflet has been useful, let us know by emailing us or speaking to one of the receptionists.

*Thank you to everyone that helped contribute to this guide.*