

October 2017



Sadly Brownhill is closing due to lack of recruitment of GP's which is a national problem. This was aggravated by the smaller size of the surgery and reduction of income. In light of this, we are taking on some of the Brownhill patients and will have additional staff to manage this. There will be two new doctors joining us alongside two nurses and additional reception staff.

We intend to maintain our usual high standards of care for everyone including our new patients from Brownhill Surgery. We very much want to ensure there will be no impact on our existing patients.

NOT ALL SERVICES AT THE PRACTICE ARE AVAILABLE UNDER THE NHS.

WHERE PATIENTS REQUEST NON-NHS ITEMS OR SERVICES A FEE MAY BE PAYABLE.

We do our best to advise patients of any charge prior to the service carried out, but this may not always be possible. *Please allow 21 days for this service.*

Why does it sometimes take my GP a long time to complete my form?

Time spent completing forms and preparing reports takes the GP away from the medical care of his or her patients.

Why GPs charge fees, surely the doctor is being paid anyway?

It is important to understand that many GPs are not employed by the NHS. The NHS covers the costs for NHS work, but for non-NHS work, the fees charged by GPs contribute towards the costs of running a surgery, staff costs as in a small business.

I only need the doctor's signature - what is the problem?

When a doctor signs a certificate or completes a report, it is a condition of remaining on the Medical Register that they only sign what they know to be true. In order to complete even the simplest of forms, therefore, the doctor will have to check the patient's entire medical record and holds a subsequent legal responsibility for any statement made.

Examples of non-NHS services for which we charge:

- Letters for fitness to travel, for health clubs/gym, schools, examination boards, medication for air-lines, information for employers, rehousing etc.
- Completion of medical insurance claims
- Full examination & report (taxi, HGV, pilot etc)
- Countersignature on passport and driving license
- Please see our leaflet available from Reception for a full range of services

The **Coffee Room in the Dovetail Centre** at Chandler's Ford Methodist Church is open to everyone. Open all weekdays and Saturdays (except Good Friday and Bank Holidays) from 9.30am to 12 noon.



You are now able to receive a **text message reminder** when you book your appointments. You will then receive an alert of your scheduled appointment on your mobile. You will receive a second message two days prior to your appointment.