

Patient Confidentiality

If you attend the surgery to see any of the Doctors or Nurses the Reception staff will not let any other persons know where you are unless you have given them permission to do so.

We do not give out any of your personal or medical details to anyone who contacts the surgery. We may give hospitals your contact number, but only after we have verified their authenticity.

If you would like to speak to a member of staff away from the Reception area, please do not hesitate to ask them. They will do their best to accommodate you but this may not be immediately on request.

If you would like to give permission for a family member to speak to any Doctor or Nurse regarding any of your medical care and treatment then please notify us in writing. This information can then be stored on your file. Please note that when a minor reaches the age of 16, they will also have to give written consent for a family member or any other person to discuss their medical care and treatment.

We are happy to allow anyone to collect a prescription from the surgery on your behalf providing that we have written consent in advance, this information will be recorded on your request slip.