

## Expectations and Zero Tolerance

Please treat our staff with courtesy at all times.

The Walk in Centre is part of Brighton's Urgent Care Strategy. As part of the urgent care system we need to set your expectations. We have provided you with an idea of what we can and cannot help with on your registration form.

To summarise:

- We will try our best to see you within two hours but sometimes waits can be longer. We are targeted to see you within four hours. Occasionally we may take longer.
- Antibiotics will only be prescribed where there is an essential clinical need. You may be offered over the counter or other medications or told to follow self-help methods as an alternative.
- If you require a referral to a specialist we will need to ask you to seek the referral from your own registered GP. We are only able to refer to same day emergency services.
- Those needing supplies of repeat prescriptions including benzodiazepines, controlled drugs or sleeping tablets will be advised to approach your own GP who will be managing your supplies.
- We cannot provide routine wound care / dressings except when it has been agreed in advance with your GP practice.
- We cannot provide fit (sick) notes, over the counter medicines, dental care, pregnancy care or blood tests in our urgent care setting.
- Occasionally patients will be sent to us who have been waiting in other urgent care services such as A&E. These patients may be offered a place in the queue appropriate to the time they have already been waiting in another service.
- Please also note – we will not have a history of your complete medical records. Please let us know of factors relating to your requests since walk in centre clinicians can only access minimal background information.
- Some of our clinicians' work involves administration. If you need to wait longer than expected then please bear in mind it will be because we are busy, either seeing other patients or undertaking follow up work after dealing with previous patients.

Our clinicians are only able to undertake the urgent care that we are commissioned to provide. The Walk in Centre is not a substitute for the routine care that you would normally expect to get from your registered GP. Referrals and blood tests need to be requested by your GP so that they receive the results and can follow up and input into your medical records.

This information is to help set your expectations about what we can and cannot help with. It is by no means exhaustive. Ask the receptionist if you need more information and please be aware that

we have a Zero Tolerance policy and CCTV operating. Our team deserve to work without fear of insults or assault. Undesirable behaviour will be reported to the police.