



Dear Patient,

We have a 'One Problem Per Consultation' policy here at Birchwood Medical Centre and we kindly ask that patients always try and stick to this policy. The reason for this request is for the clinical safety of you, our patients.

We appreciate that getting an appointment with a clinician can sometimes be difficult. We also appreciate that sometimes clinicians may be running late. This all increases the tendency for patients to present multiple problems to their Doctor, ANP or Nurse when they are in consultation.

The clinician only has a very limited time with you during your consultation, even when dealing with just one problem. When you factor in how long it can take to get to the clinician's room, to explain the history of the problem, then to perform an examination and for the clinician to explain, advise and treat, there's very little to no time left for the clinician to write up notes, complete any relevant forms, dictate referrals, or speak with other colleagues/experts for advice, before seeing their next patient.

By presenting the clinician with multiple problems there is an increased risk that mistakes could be made, and crucial things missed as they may be inclined to rush, particularly if there are patients waiting. One of Primary Care's main purposes is to detect serious disease and illness early. By presenting multiple problems in one consultation, not all of which are possibly serious, it increases the difficulty of this task.

If clinicians are seeing huge numbers of patients with multiple problems causing lots of stress to the clinician, then they simply cannot be expected to practice safely and effectively. This will affect the quality of care you receive.

GP appointments are considered a limited resource and as such we kindly ask that this service be used with care and consideration. Therefore, please do not be offended if a clinician asks you to rebook for your other problems. We will continue to work in your best interests and to keep you safe.

