



# Managing your Waiting Time

The Doctors and staff at Burpengary Morayfield Hub Medical Centre would like to work together with our patients to improve waiting times.

In a recent *Feedback Survey*, you told us that waiting times are an issue for some patients.

We realise that at times our doctors can run behind with their appointments and we apologise if you have to wait longer than usual. Sometimes emergencies can arise, which causes the doctors to run late or sometimes people just require extra time. We hope that you understand that our doctors do not like to rush their patients.

**Our doctors and staff have made the following commitment to you:**

- To start on time and work as efficiently as possible
- Our receptionists will endeavour to call patients if the doctor is running late.
- Our receptionists will advise patients already waiting if there is a delay in waiting times.
- We will monitor the waiting times to ensure continuous improvement.

**We would ask our patients to help in the following areas:**

- ✚ We are happy to see more than one family member but please ensure that you have made an appointment for each person prior to attending. Seeing extra patients, without an appointment, takes extra time and keeps other patients waiting.
- ✚ A standard consultation is 15 minutes. If you have more than one issue to discuss or a complex problem, please advise the receptionist that you require a long consultation so that more time will be made available for you. For your guidance on appointment type we have a poster displayed at reception on our website.
- ✚ Sometimes it might be helpful to write down your health concerns and the questions that you may have prior to attending your appointment.
- ✚ Please advise your doctor of **ALL** issues that you may wish to discuss at the **START** of your consultation.
- ✚ Please be on time for your appointment unless you have been advised that the doctor is running late. If you are late, it means all subsequent patients will be kept waiting.
- ✚ If you have been sitting in our waiting area for longer than 15 minutes, please ask the receptionist to check that your arrival has been entered on the computer.

Waiting times have long been an issue in medical practices; with our *team approach* we aim to keep them to a minimum.