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Dear New Patient,

In my capacity as Practice Manager and on behalf of our team I would like to welcome you to Hamstreet Surgery.

Our practice booklet outlines the clinics available and the surgery times. If you have any queries one of our receptionists will be happy to help you or will know where to direct you to seek appropriate advice. Please visit our website for further information relating to the practice, together with details of the services we provide and the latest NHS guidance.

As a practice we have urgent appointments bookable on the day and routine appointments available up to four weeks in advance with the Doctor or Nurse of your choice, although we would recommend that you try to see the same Doctor or Nurse for continuity. You can also book appointments online, please go to our website www.hamstreetsurgery.com or ask our receptionist for details.

Our "mission statement" is to provide the highest possible standard of healthcare for our patients with the resources that are available to us. Our patients will be treated with courtesy, kindness and respect, and we do expect reciprocation of these principles. With this in mind we have produced a patients' charter that can be found in the practice booklet.

If you are currently taking regular medication you will need to make an appointment with one of the doctors. Please note we operate a 28 day prescribing policy.

The practice strongly supports and promotes the current Department of Health vaccination programme for children. Therefore, we ask all parents to carefully consider this when registering with the practice.

If you feel we could make any improvements, then please feel free to write in or let our receptionist know.

With kind regards.

Claire Dawber
Practice Manager