



Surf Beach Surgery

Appointment Policies

Please dial 000 or go to the nearest hospital emergency department if you have chest pains, uncontrolled bleeding, poisoning, constant vomiting, serious breathing problems, or anything else you deem as life or limb threatening.

Bookings

Appointment bookings can be made by phone or via our website using the Health Engine platform. Walk-in appointments are not permitted at our practice.

'On-the-Day' Appointments

We do hold 'on-the-day' appointments for urgent or serious problems. These appointments can only be made by phoning our reception team, and our staff will ask a number of questions in order to triage or prioritise patient concerns, to ensure the most urgent cases are seen by our doctors first.

We ask for your cooperation and understanding when our staff request specific information in order to make appointments.

Wait Times

Waiting time to see a doctor is unpredictable so we will ask for your patience. Consultations are routinely booked for 15 minutes. In the interests of preventing waiting room delays every effort is made to run according to the booked time. If you have several problems or issues deserving extensive discussion (i.e. full medical examinations, insurance examinations or removal of lesions etc.) please book a long appointment.

Unfortunately, and especially in country practice, emergencies will occur which can delay the appointment. Every effort will be made to notify delayed appointment times and the understanding of patients is appreciated. We encourage you to phone ahead before your appointment to check your doctor is running to schedule.

Home Visits

Home Visits are available by request for palliative patients and in some cases, for lactation consultations. Please contact the surgery to discuss if a home visit may be available.

**Results**

When results are received by the doctor and they require urgent attention, an “Urgent Appointment” will be requested, and our practice will make all attempts to contact you and organise for you to be seen immediately.

For results which require non-urgent follow-up, a “Non-Urgent Appointment” will be requested by the doctor, and our practice will contact you to organise an appointment within 2-3 weeks from the result being received.

Results which do not require follow-up are not communicated to patients. Our online platform Health Engine will inform you that a result has been received which requires no further action. If you have concerns and wish to speak with a doctor, you may phone or book an appointment online.