

Important Information Regarding Our Walk-in Clinic Services

Welcome, and thank you for choosing the Walk-in Clinic for your healthcare needs.

Recently, there has been a noticeable increase in the number of incidents involving abuse and aggression directed towards our dedicated staff members.

As an organisation committed to maintaining a safe and respectful environment, we take these incidents very seriously. The wellbeing of our staff is paramount, and it is crucial that everyone feels secure and respected while carrying out their essential duties.

Please be aware that we have a Zero Tolerance Policy and CCTV monitoring; any undesirable behaviour will be reported to the police.

The Walk-in Clinic is part of Brighton's Urgent Care Services. To ensure a clear understanding of the services we offer, we have outlined the following details for your convenience:

1. **Scope of Service:**
 - Our clinic is dedicated to managing patients with acute/same-day problems or chronic conditions that have become acute. It is not a substitute for the routine care provided by your registered GP.
2. **Wait Times:**
 - On average, our wait times are within two hours, but due to high demand, this can sometimes be longer. Our target is to see you within four hours. Clinicians also have administrative duties that may affect wait times.
3. **Order of Service:**
 - Patients are typically seen in the order of arrival, but some patients may be seen earlier based on the urgency of their condition or referrals from A&E. Additionally, other services such as Sexual Health and Practice Plus GP Service operate in the same venue, which may affect the order in which patients are seen. If you have questions, please ask our reception team.
4. **Antibiotic Prescriptions:**
 - Antibiotics are not routinely prescribed. Alternative treatments are often more appropriate and safer. Please consider this during your consultation.
5. **Medication Prescriptions:**
 - For prescriptions involving controlled drugs, sleeping tablets, or benzodiazepines, you will be redirected to your GP. We do not issue routine private prescriptions.
6. **Fit Notes, Dental Care, and Routine Pregnancy Care:**
 - For these services, please contact your GP.
7. **Unavailable Services:**
 - We do not provide referrals, x-rays, blood tests, or routine dressing changes at the Walk-in Clinic.
8. **Access to Medical Records:**
 - Clinicians have limited access to your medical records. Please inform them of any relevant parts of your medical history related to your current complaint.

This list is not exhaustive. If you need further information about our services, please ask the reception team.

Thank you for taking the time to read this and for your cooperation in maintaining a respectful environment.