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CQC Inspected & Rated  
"Outstanding"

Dear Patients,

Welcome to the Pinn Medical Centre!

In order to make your experience at the PINN Medical Centre a positive one we have drawn up a few fundamental rules.

- On arrival please check in at the Reception Desk where our team will help you.
- Complete or get a team member to complete the Covid Form – stating you are free of Covid.
- A Receptionist will put you on to our Walk In list and ask you to wait either outside or in your car.
- Please ensure your mobile is switched on and is accessible at all times until the Clinician calls you and your consultation is complete.
- When the Clinician calls you, they will need to take all the necessary medical information required over the telephone/mobile and decide if you will need to meet the clinician face to face or treat you directly over the telephone. You must be able to answer the phone when you are called.
- If the Clinician decides that they need to see you for a face to face consultation, you must attend the clinician's room in approximately 3 minutes. If not, the clinician will move onto the next patient and you will need to rebook your appointment here or elsewhere.
- Clinicians cannot wait for you to finish what you are doing or by leaving our premises for you to return to us in however long it may take you. This not only delays the calls the Doctors have to make to other patients but effectively reduces the time they have to help you and the other patients that come to the Pinn Medical Centre for assistance.
- We would appreciate your cooperation to help us to see as many patients as it is possible during this emergency period.

**Note:** We cannot on occasion, with some telephones, contact you whilst you are in the seated Waiting area, as the signal may be poor. So do notify the Reception Team if you are unable to stand on the ramp or return to your car due to medical reasons. You may then wait in our waiting area as long as you follow the social distancing guide lines.

The Pinn Medical Centre