

Before you complain about the GP or nurse running late , please read on.....



<i>Reasons the GP or nurse is likely to be running late</i>	<i>Unlikely reasons we are running late</i>
<p>The commonest reason for running late is that several patients have come with either very complex , or multiple problems. Remember 10 minutes is all that is allocated and only 1 problem is realistic in that time frame - this includes telling the story, examining you, perhaps doing tests / referrals or filling out forms as well -you should prioritise what really needs dealt with today. We are dealing with complex human beings whom we are trying to do our best for - you are one of them !</p>	<p>We are drinking coffee (we do have 1 short break mid morning but this doesn't always happen - otherwise we wouldn't move from the consulting room for 4-5 hours solid !). Some of us drink tea by the way.</p>
<p>Emergency extras happen every single day and need seen - these are squeezed into a non-existent time between appointments. They are never convenient !</p>	<p>We are reading the paper. (we wish) the only paper we are likely to be reading is that of letters from the hospital about patients out-patient attendances / tests / discharges</p>
<p>Emergency house calls are sometimes needed and can be in the middle of a booked surgery - these often take a minimum of 30 minutes and disrupt the appointments.</p>	<p>We are playing golf . No. We are not.</p>
<p>We receive urgent phone calls throughout the day either from patients / relatives / hospital doctors / district nurses / pharmacists / laboratories / care homes. Again these take time.</p>	<p>We are booking holidays / casually browsing the Internet. No, again.</p>
<p>We are often in the position of breaking bad news to some of you, maybe even the worst news of all. If that person was you, would you want us to get you out the door as quickly as possible when your world has just fallen apart ?</p>	<p>We are slow. No we are going already flat out, and we wish we didn't have to, as we find it completely exhausting .</p>
<p>We do not just stop seeing patients because all the appointments are full. Every single day every doctor and nurse sees multiple 'extra' patients with no appointment, and this often means the doctor or nurse is very late home to spend time with their own family.</p>	<p>We like keeping you waiting. No. Why would we ? We know you have responsibilities as well but we are powerless to change the system we have to deal with. We do understand.</p>