

PATIENT PROTOCOL**Directions – getting to the correct entrance:**

Oak Tree Surgery is situated opposite Brackla Community Centre. The car park is at the side of the building through the red gates.

Parking / Access

Oak Tree Surgery has a free car park with additional free parking just over the road in the Community Hall car park.

What to do on arrival

Once you have parked, enter the surgery via door B at the centre of the building. There is no need to check in at reception, proceed through the waiting room and walk up the stairs (there is also a lift) and take a seat outside room 35. The physiotherapist will come out for you when she has finished her appointment with the previous patient.

Where possible we ask that the patient attends alone. We do appreciate this will not be possible in all instances, ie children, but do ask that you do not bring additional siblings or parents unless absolutely.

If you are running late / get lost

Please call our admin office on 03456252252 and they will either pass on a message to your physiotherapist or give you directions.

Consent form

You will receive an email prior to your appointment that will include any consent forms that need completing. These must be completed and returned electronically before your appointment. Our physiotherapist will be unable to assess or treat you unless you complete the consent form. Please call our admin team on 03456252252 for any enquiries.

Kindest regards - The IPS Team