Dr. AF BROWN MB BCh BAO, MRCGP.
Dr. EJ COLLIN MB ChB(Hons), BSc(Hons), DRCOG, DFSRH.
Dr. D SINCLAIR MB ChB, DRCOG, DFSRH, DipPallMed.
Dr. S DUNN MB BS (Lond 1988), FRCGP, DCH, PG Cert, PG Dip

Merse Medical Practice – Frequently Asked Questions (FAQ)

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1. How do I order a prescription?

- **Online:**
  Use our online services via www.mersemedicalpractice.co.uk.
- **In Person:**
  Drop your repeat slip into the prescription box at reception or the pharmacy.
- **Managed Repeat Service:**
  Local pharmacies offer a managed repeat prescription service for patients who are **housebound** or **do not use the internet**. Ask your pharmacy for details.

Important Information:

- Please allow **7 working days** before collecting from the pharmacy.
- Hospital prescriptions may take longer to process as we need to wait on the hospital writing to us.

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2. How do I make an appointment?

- **By Phone:**
  Call reception on **01361 885 030** during opening hours.

Types of Appointments:

- **Routine:** Book in advance for non-urgent issues Please call after 10:00 AM.
- **Urgent/Same Day:** Call 8am in the morning for availability.
- **Home Visits:** Available for housebound patients. Please call before 10:00 AM.

Additional Information:

- **Cancellation:** Please cancel as soon as possible if you cannot attend.
- For minor ailments, consider pharmacy advice or visit NHS inform.

MERSE MEDICAL PRACTICE

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3. How do I get my test results?

- **By Phone:**
  Call reception on **01361 885 030** after **10:00 AM** when lines are less busy.

Important Information:

- We will contact you if your results require follow-up.
- Most results are available within **7–10 days**.
- Some tests (e.g., scans) may take longer.
- Results are only given to the patient or an authorized person for confidentiality
- The practice cannot give results if they test were requested by the hospital.

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4. General Information

- **Website:** www.mersemedicalpractice.co.uk
- **Phone: 01361 885 030**
- **Opening Hours:**
  Monday–Friday: 8:30-1PM, 1:30 – 6:00 PM
- **Medical Emergencies:**
  Call **999** or go to A&E.
- **Out of Hours:**
  Call **NHS 111** for urgent advice.
- **Online Services Registration:**
  Ask reception for help setting up patient access.
- **Accessibility:**
  We provide support for patients with disabilities and language needs—please let us know if you require assistance.

Need More Help?

Visit www.mersemedicalpractice.co.uk or call **01361 885 030**.