



Badger Primary Care Centre (PCC)

Why am I waiting? Frequently Asked Questions

WILL I BE SEEN IN ORDER OF ARRIVAL?

Usually we see people in order of arrival, however every patient is given a priority determined by the patient's age, medical history and current condition. This priority is decided by a clinical member of the Badger team meaning occasionally there is the possibility of a patient arriving after you but being seen before you. Children are not automatically given priority.

CAN I CHANGE MY MIND?

If at any time you don't want to wait and would prefer to consult your own GP or pharmacist, you are free to leave the PCC. Please tell our receptionist who will take you off our clinic list.

WAITING TIMES

Waiting times vary and are dependent on several factors including the time of day and day of the week. We have set targets in line with National Quality Requirements (NQRs), which at exceptionally busy times could mean a wait of up to six hours.

HOW WILL I KNOW THE WAITING TIME?

The estimated waiting time is displayed at the PCC reception and is updated regularly.

CAN I GO OUT AFTER I'VE BOOKED IN?

Patients who are not severely ill are welcome to go out for fresh air or refreshments. Please let the receptionist know if you are leaving the centre and when you will be back. You won't lose your place. If you are a priority patient the receptionist may ask you to stay.