

Communications Note 18-04-09

Please note the following regarding communication with respect to client/patient email

Unfortunately the sheer volume of email has grown to a level that is no longer practical or even possible to cope with on a day to day basis. Nor is it practical to continue to offer this service without charge as has been the case previously.

Additionally the immediacy of email seems to create an expectation of an immediate reply. I work on my own in my practice and am often away for 2 - 3 days at a time; I could not therefore guarantee to even view all e-mail messages every day. Email takes considerably more time to deal with than an enquiry by other means.

To avoid disappointment and delays I have reluctantly decided that I can no longer accept email for the purpose of discussion of cases/potential cases.

Any email that has been sent and replied to with this message on my behalf has been noted but I am afraid cannot be replied too.

Therefore can I request that you contact me at the clinic by phone during one of my phone in times which are 9-10am Monday, Tuesday and most Thursdays when discussion is free of charge (this time had been increased recently)

Alternatively please make an appointment to see me, or book a telephone consultation, but do please note these are charged for in the usual way.

with best wishes

Mark Elliott