

Greenbrook Healthcare Brand Guidelines



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1.

Core elements and their usage



Our Logo

Powerful brands have attention value. They are bold, consistent and instantly recognisable. The Greenbrook logo is the primary representation of our brand and should appear clearly and legibly on every item.

Logo sizing in A size

The format of a communication determines the size of our primary logo.

These sizes have been specified to ensure that our primary logo is always clear and legible.

A3 (297 x 420mm) Logo width = 90mm

A4 (210 x 297mm) Logo width = 60mm

A5 (148 x 210mm) Logo width = 50mm

A6 (105 x 148mm) Logo width = 40mm



Clear Space



Full colour - Use on white/light grey backgrounds and light areas of imagery



Black - Use when printing black only



White - Use on coloured backgrounds and dark areas of imagery

Our Logo

Incorrect Usage

This page shows examples of incorrect primary logo usage. To maintain consistency in the application of the Greenbrook identity, it is important to avoid these incorrect uses of the logo.



Do not place the logo over a dark or complicated section of imagery.



Do not place the white version of the logo over light background/section of imagery.



Do not attempt to redraw or recreate the logo.



Do not apply any effects to the logo.



Do not rotate the logo.



Do not add wording to the logo.



Do not resize elements of the logo.



Do not stretch or change the proportions of the logo in any way.



Do not change the colour of the logo.

Where can I find the logo?

⇒ Greenbrook Staff Intranet

Which file type should I use?

It is important to select the appropriate file type depending on how the logo is being used.

- If the logo is being used digitally (e.g. website, social media, email, powerpoint presentations) use the logos in the "PNG (Web)" folder.
- If the logo is going to be printed, used the logo in the "JPG (Print)" folder.
- Logos in the "VECTOR (Design)" folder are for designer use only.

The NHS Logo

It is important that the NHS logo is used consistently and correctly to ensure proper representation across all of our communications. For more information visit www.england.nhs.uk/nhsidentity

Positioning of the NHS logo

Where possible, the Greenbrook logo should sit on the bottom left of the page, with the NHS logo on the bottom right. This ensures clear visibility of the NHS logo, while the sizing differences of the logos and styling make sure the communications stand out as being Greenbrook-led.

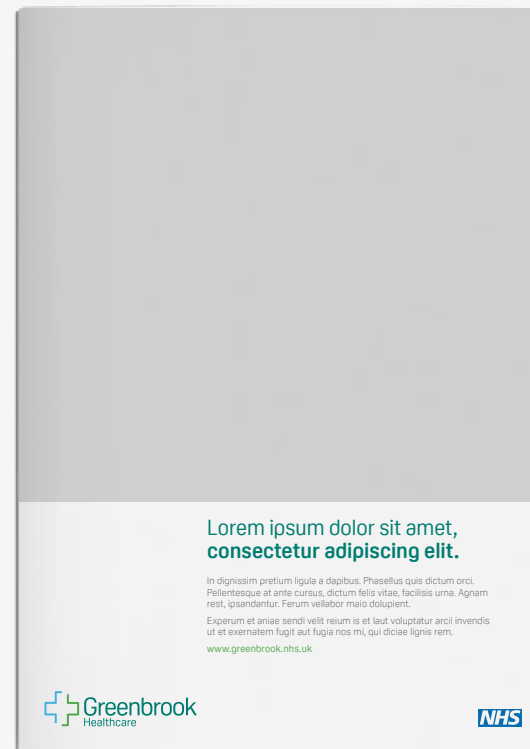
NHS Trust Logos and Clinical Commissioning Groups

Keeping the same ratio of proportion (NHS logo half the height of the Greenbrook logo), partner logos should usually sit in the bottom right corner in place of the standalone NHS logo. Only one NHS logo should appear on any one page.

Logo sizing in A size

The following summarises NHS logo and margin sizes for standard print formats according to the official NHS guidelines:

- A3 (297 x 420mm) Logo height = 15mm
- A4 (210 x 297mm) Logo height = 10mm
- A5 (148 x 219mm) Logo height = 8mm
- A6 (105 x 148mm) Logo height = 8mm



Colour Palette

Colour is a powerful means of visual recognition and the Greenbrook colour palette creates a strong and consistent look across all our communications.

Colour Values

This page specifies printing colours using Pantone Matching System as well as CMYK, RGB, and hexadecimal for online use.

Primary Colours

Primary colours are used for larger text such as headline titles and also as solid background colours.

Secondary Colours

Secondary colours are used for the Greenbrook lifeline as well as significant pieces of text.

Can I use other colours?

Only use the colours and tints shown. Do not use colour values other than those shown.

Brand Colour



Greenbrook Primary Green

CMYK 100 / 3 / 56 / 18
RGB 0 / 132 / 118
#008376



Greenbrook Primary Blue

CMYK 95 / 0 / 32 / 32
RGB 0 / 124 / 167
#007ca6



Greenbrook Secondary Green

CMYK 68 / 0 / 85 / 0
RGB 87 / 178 / 81
#56b050



Greenbrook Secondary Blue

CMYK 65 / 0 / 3 / 0
RGB 66 / 192 / 236
#42bfeb



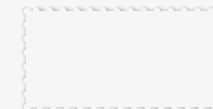
Dark Grey Tint

75% tint of black - used for standard body text.
#636362



Medium Grey Tint

50% tint of black - used for standard body text.
#9d9d9c



Light Grey Tint

5% tint of black - used for standard body text.
#f6f6f6

Common typefaces ensure a consistent thread runs through all communications. Greenbrook's main typeface is **Oscine**, which has friendly rounded letter shapes. **Calibri** is Greenbrook's alternative system font.

Oscine is the typeface of Greenbrook Healthcare

Which font should I use?

Oscine should only be used by designers and marketing professionals.

Calibri should be used by Greenbrook staff if for the following in-house material:

- Word documents
- Excel documents
- PPT Presentations
- Email and e-newsletters

I need to use the Oscine font, how do I get this?

You can purchase a licensed version of the font from www.daltonmaag.com/library/oscine. Alternatively, contact ClearBrand by emailing info@clearbrand.co.uk

Oscine Light

AaBbCcDdEeFfGg

HhIiJjKkLlMmNn

OoPpQqRrSsTtUu

VvWwXxYyZz

0123456789

? ! , . ; ' " () * &

Oscine Regular

AaBbCcDdEeFfGg

HhIiJjKkLlMmNn

OoPpQqRrSsTtUu

VvWwXxYyZz

0123456789

? ! , . ; ' " () * &

Oscine Bold

AaBbCcDdEeFfGg

HhIiJjKkLlMmNn

OoPpQqRrSsTtUu

VvWwXxYyZz

0123456789

? ! , . ; ' " () * &

Calibri

AaBbCcDdEeFfGg

HhIiJjKkLlMmNn

OoPpQqRrSsTtUu

VvWwXxYyZz

0123456789

? ! , . ; ' " () * &

.....
System font

Graphic Language

Greenbrook Lifeline

The 'Lifeline' is a continuous line that runs through all Greenbrook's marketing material in various forms. The line can reformat to create iconography and much more.

The Greenbrook Lifeline

The Greenbrook Lifeline is a dual-line based graphic that runs through Greenbrook's communications and marketing material. Beyond that, it represents the close-knit relationship between Greenbrook's staff and it's patients - being at the heart of the company.

The Lifeline is used within photography to create the core of Greenbrook's visual language. When used without photography the line adapts to create unique iconography.

Graphic Language

Photography Based

The Greenbrook Lifeline represents the close-knit relationship between Greenbrook’s staff with their patients. This is conveyed the most when used with photography and brings the brand together.

‘Greenbrook Moments’ Imagery

- For both customer facing and recruitment materials
- 3D ‘Lifeline’ runs past the Greenbrook moment

Employee Headshot Imagery

- For recruitment materials
- Features an employee testimonial in the form a quote
- 3D ‘Lifeline’ wraps around the employee



**Lorem ipsum dolor sit amet,
consectetur adipiscing elit.**

In dignissim pretium ligula e dapibus. Phasellus quis dictum orci. Pellentesque at ante cursus, dictum felis vitae, facilisis urna. Aghnam rest, ipsandantur. Ferum vellabor maio dolupient.
www.greenbrook.nhs.uk



**“Lorem ipsum doler sit amet,
consecteur adipiscing elit”**

GP, Ashford Health Centre

In dignissim pretium ligula e dapibus. Phasellus quis dictum orci. Pellentesque at ante cursus, dictum felis vitae, facilisis urna. Aghnam rest, ipsandantur. Ferum vellabor maio dolupient.
www.greenbrook.nhs.uk



Graphic Language

Illustration Based

The Greenbrook Lifeline can be used without photography in an abstract way or to create iconography to convey a theme. If the Greenbrook Lifeline isn't being used, typography should be used in a bold way as the main visual element.

1) Employee Testimonial

- For recruitment materials
- Features an employee testimonial in the form of a quote
- Simple layout, block colour background in either Greenbrook blue or Greenbrook green

2) Lifeline Illustration

- For both customer facing and recruitment materials
- Simple layout, block colour background in either Greenbrook blue or Greenbrook green

3) Abstract Lifeline

- For both customer facing and recruitment materials
- Simple layout, block colour background in either Greenbrook blue or Greenbrook green



Icon Set

Primary Icons

Our primary icons are created by using the two lines from the logo. These lines work together to create recognisable icons. They are used at a large scale as an alternative form of imagery.

Usage

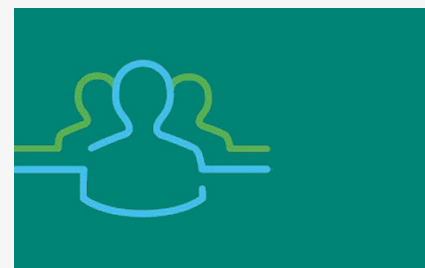
In order to keep the Greenbrook lifeline consistent across all materials, line stroke should be kept at a similar weight.

Can only be used over Greenbrook Primary Blue, Greenbrook Primary Green or plain white/light grey.

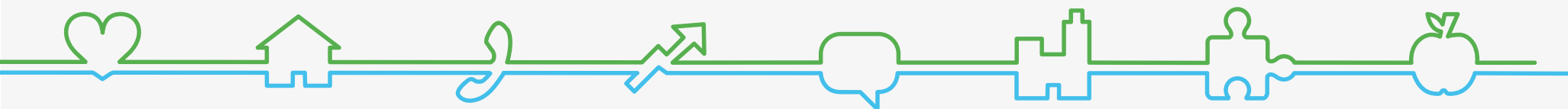
It is not to be used in conjunction with photography, there is another style for this usage (see page 10).

Where can I find the primary icons?

⇒ Greenbrook Staff Intranet



Usage over colour



Icon Set

Secondary Icons

We use secondary icons to illustrate particular information within our communications. They can provide visual references to key issues or simply highlight information.

Icon Colours

Icons can be used in the Greenbrook Secondary Green or Greenbrook Secondary Blue from our colour palette or if used on a coloured background, they can be white. Ensure the icons are always legible.

Icon Sizes

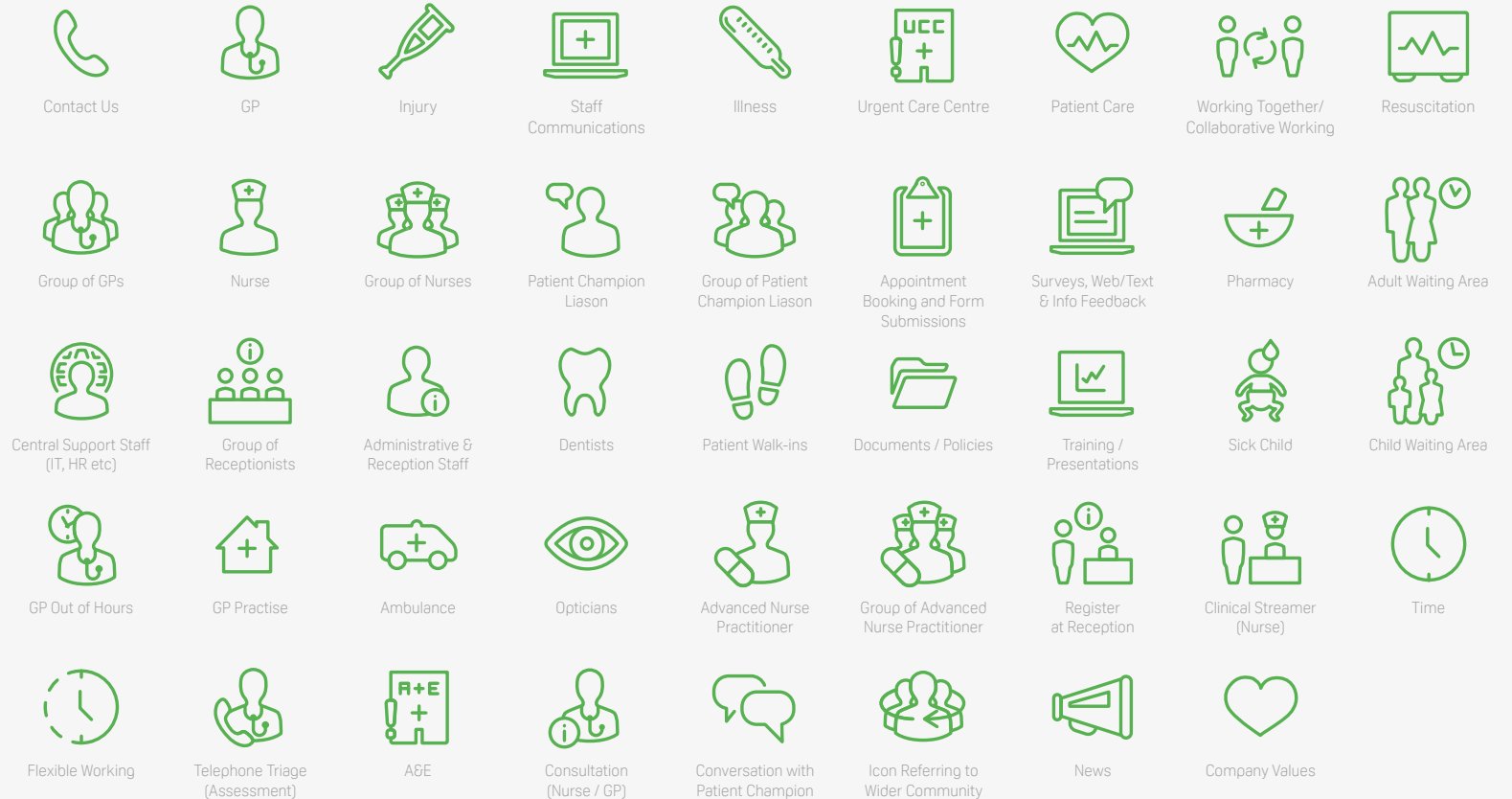
The minimum size for an icon should have a width of 8mm (22px). They should only be used to support content and never used at a size where they dominate a communication.

Where can I find the primary icons?

⇒ Greenbrook Staff Intranet

What if I need a different icon?

In the event that you need an icon that is not within the icon library, please email matt.james12@nhs.net



Imagery

Patient Shots

These images of Greenbrook staff and patients show off the friendly, professional and high quality care provided by Greenbrook.

Photography Style

They feature two people interacting in a hospital environment. The setting is uncluttered with plenty of space around the subjects.

Where can I find the images?

⇒ Greenbrook Staff Intranet



Core elements and their usage

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Imagery

Headshots

For more recruitment focussed material, there will be a need for **headshots**.

Photography Style

They will be light and cheerful with uncluttered surroundings.

Where can I find the images?

⇒ Greenbrook Staff Intranet



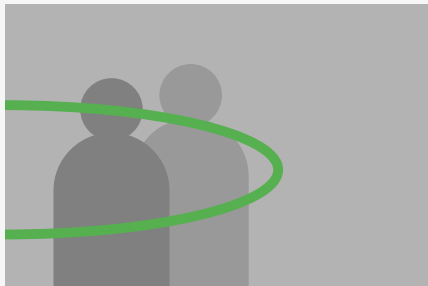
Instructions for designers - contact ClearBrand at info@clearbrand.co.uk for more information.

Who should create these?

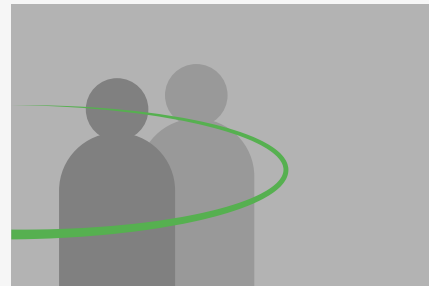
These instructions are created for designers to create in **Adobe Illustrator**.

Created from scratch

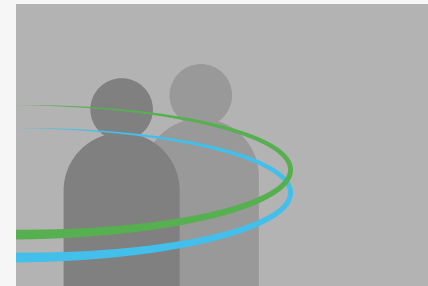
It is important that these designers are created from scratch as each photo will have a different composition. Don't attempt to copy and paste the lifelines from existing designs.



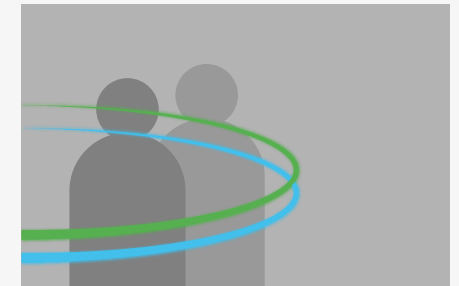
1. Draw a semi circle the secondary green. Imagine it is “wrapping around” the two people in the photograph.



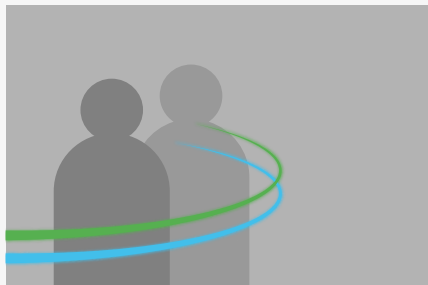
2. Set the following stroke settings: 35pt, width profile 4 flipped so thickest end starts at the bottom of the stroke.



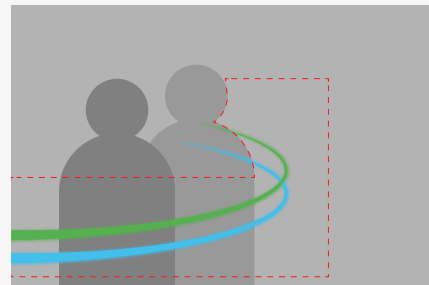
3. Copy the semi circle and move below and behind the original. Colour the new stroke in the secondary blue.



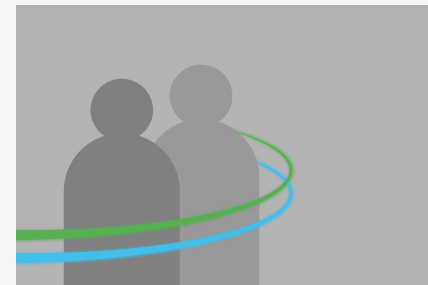
4. Group both semi circles together and copy. Place behind the original group and apply a Gaussian blur (2px).



5. Edit the line points so that they “end behind” the person on the right. Make sure the lines go around the persons body/shoulders and not into their head.



6. Create a path around where you want the lines to be visible, carefully marking around the people in your image. Then make a clipping mask with the lines.



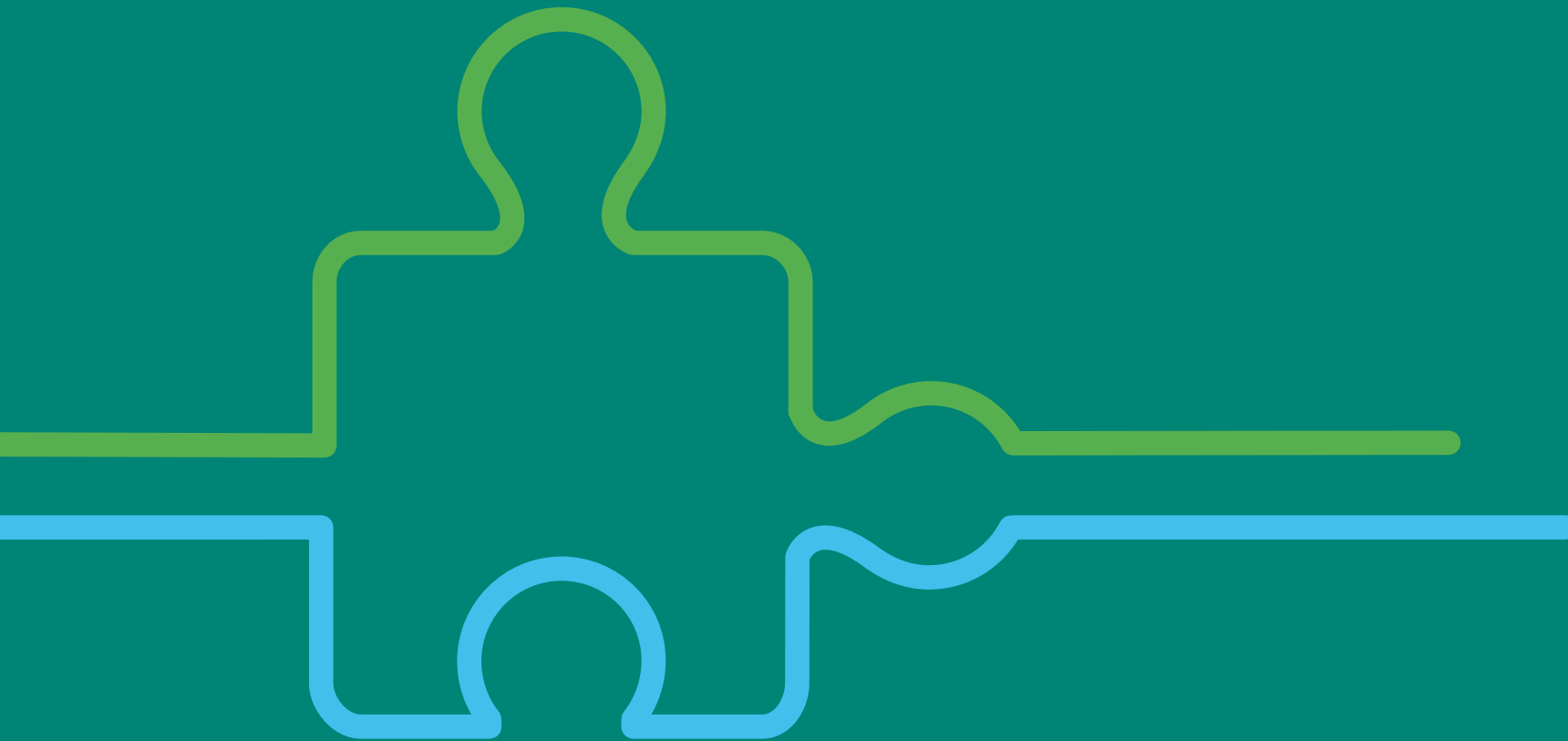
7. Result



Example

2.

Bringing the elements together



Printed Literature and Flyers

A5 Double Sided Flyer

This is an example of an A5 flyer. This highlights the important layout elements that make up Greenbrook's visual identity.

The diagram illustrates the layout of an A5 double-sided flyer. It is divided into two main sections: the front (left) and the back (right).

Front View (Left):

- Image:** A photograph of a female healthcare professional examining a male patient's chest. The image is framed by a 2/3 height and 1/3 width on the left and 2/3 width on the top.
- Text:** Below the image is a block of text: "Lorem ipsum dolor sit amet, consectetur adipiscing elit." followed by smaller text: "In dignissim pretium ligule a dapibus. Phasellus quis dictum orci. Pellentesque et ant. Um exercis acitem et oditaspel eius, utem fugia velis dolorunt eum ex ero venda quates aut ipsum." and the website "www.greenbrook.nhs.uk".
- Logos:** The Greenbrook Healthcare logo (a stylized cross) is on the bottom left, and the NHS logo is on the bottom right.
- Annotations:** "Bottom left" points to the Greenbrook logo, "Light use of text (don't overload)" points to the main text block, and "Bottom right" points to the NHS logo.

Back View (Right):

- White space:** The top left area is labeled "White space".
- Content placement:** The text "Content is kept to the right 2/3 of the page" is positioned above the main text block.
- Main Text:** A large block of text: "Ugit, nonsequas eatio. Udam inctora cullabor aut as eostrum quam explacearum. destrum quaersp issitiumquis asitia nam, sinvendioem aria sunt iditis eaquatius autem saperferum rentia duciis sitio tet, sectatur re ipsa doluptat." followed by smaller text: "Pid magnis molut moluptatur, aspelenet aliqui tem que maximo cullestium volume omnim consequis re venda doluptatem dit, nis ilit, si quis coriasitis andi volore deribusc."
- Secondary Icons:** Two icons are shown: a house with a plus sign and a heart with a pulse line. A line labeled "Secondary Icons" points to these icons.
- Text below icons:**
 - Under the house icon: "Maximo cullestium" and "Aspelenet aliqui tem que maximo cullestium volume omnim consequis."
 - Under the heart icon: "Omnim consequis" and "Aspelenet aliqui tem que maximo cullestium volume omnim consequis."
- Footer:** A dark teal block at the bottom contains the text: "Ugit, nonsequas eatio. Udam inctora cullabor aut: www.greenbrook.nhs.uk 020 8607 1914".
- Logos:** The Greenbrook Healthcare logo is on the bottom left, and the NHS logo is on the bottom right.
- Annotations:** "Bottom left" points to the Greenbrook logo, "Block colour" points to the teal footer block, "Call to Action" points to the website and phone number, and "Bottom right" points to the NHS logo.

Printed Literature and Flyers

A5 Patient Leaflets

There are two levels of patient leaflet templates designed for a light amount of information and a heavy amount of information.

How do I edit these?

These have been created as PDFs and therefore can be edited in Adobe Acrobat Pro. Contact Sue Page (sue.page10@nhs.net) for more information.

Where can I access the templates?

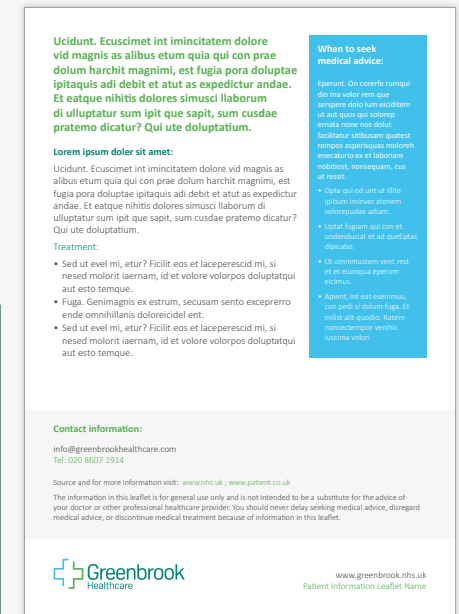
⇒ Greenbrook Staff Intranet



Patient Information Leaflet:
(Heavy amount of information)



Patient Information Leaflet:
(Light amount of information)



Document Templates

Use the PowerPoint template for all presentations.

Presentation (Microsoft PowerPoint)

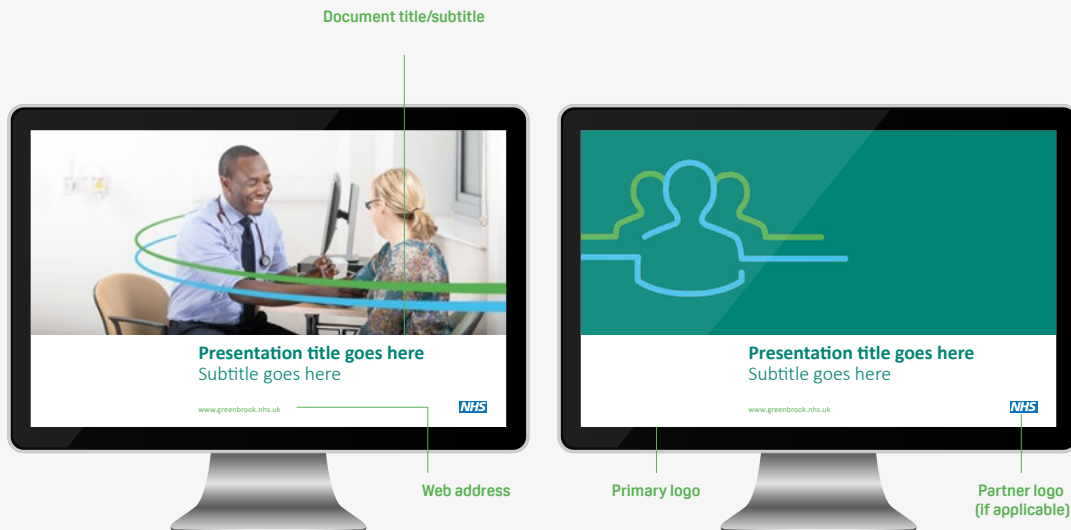
Where can I find the presentation?

⇒ Greenbrook Staff Intranet

I want to change the icon, how do I go about this?

Use the template named "Greenbrook-Word_Document_Icon_V1"
Right click on the icon and select "Change Picture" (this will ensure the icon will be placed in the same position)
Locate the "Primary Icons" folder and choose an icon within the "Print / 300dpi" folder.

Cover Slide:



Content Slide:



Bringing the elements together

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Document Templates

Document (Microsoft Word)

A templated Word document helps to make sure all company documents are consistent and recognisable.

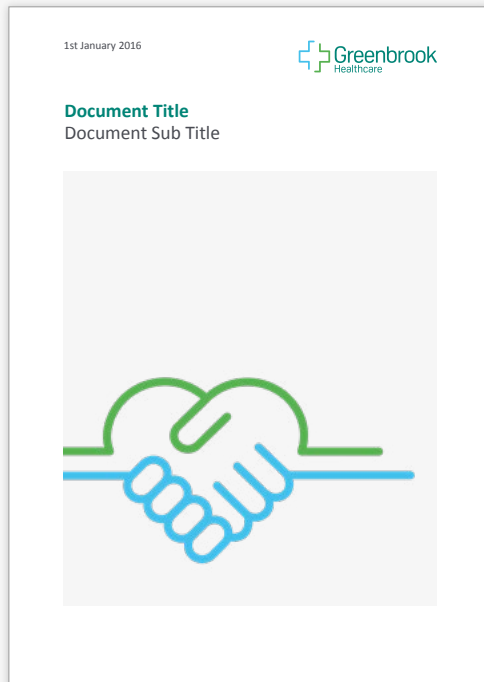
Where can I find the template?

⇒ Greenbrook Staff Intranet

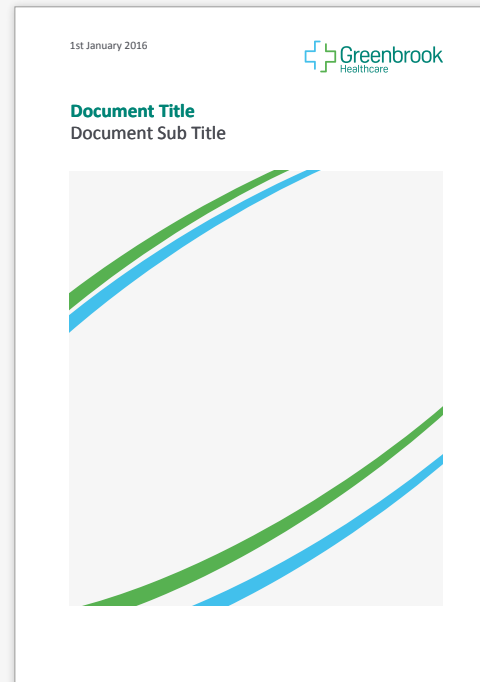
I want to include the icon, how do I go about this?

Use the template named "Greenbrook-Word_Document_Icon_V1"
Right click on the icon and select "Change Picture" (this will ensure the icon will be placed in the same position)
Locate the "Primary Icons" folder and choose an icon within the "Print / 300dpi" folder.

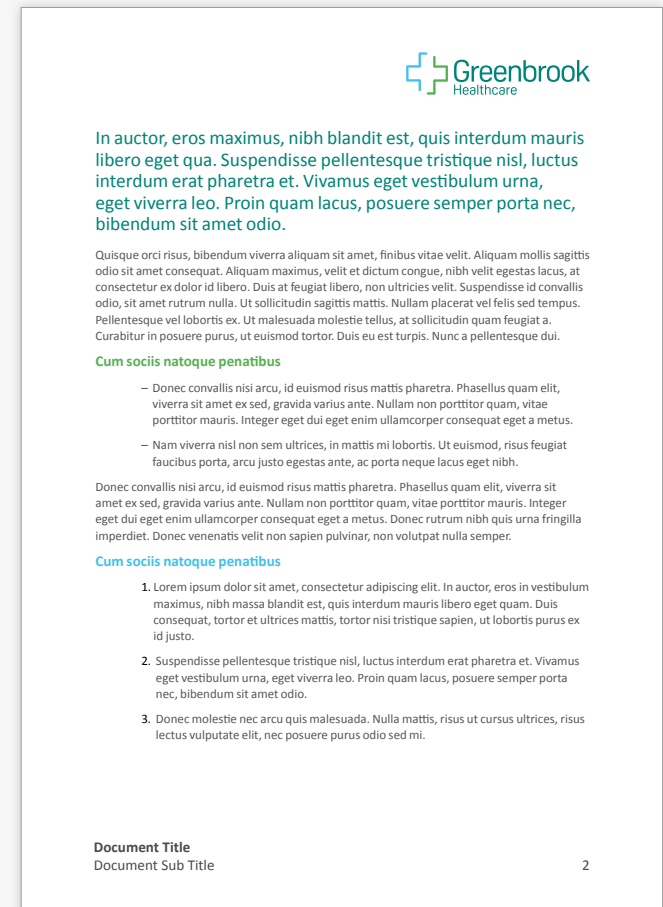
Cover Page A: Icon



Cover Page B: Abstract



Content Page:



Bringing the elements together

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Document Templates

Poster (Microsoft Word)

The full colour version of the poster template should be used wherever possible. While the light coloured version is to be used when a less ink-heavy option is needed and also for black and white printing.

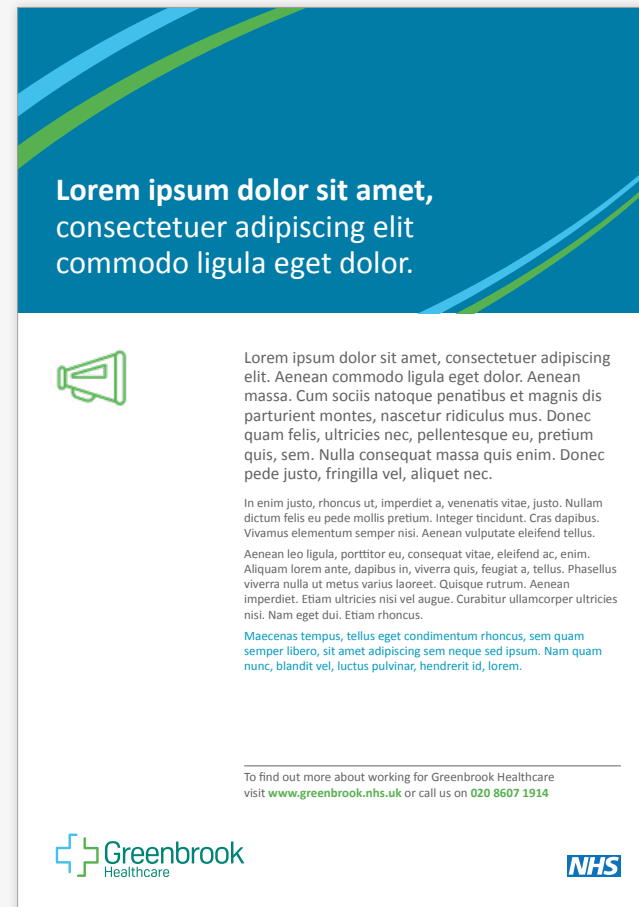
Where can I find the template?

⇒ Greenbrook Staff Intranet

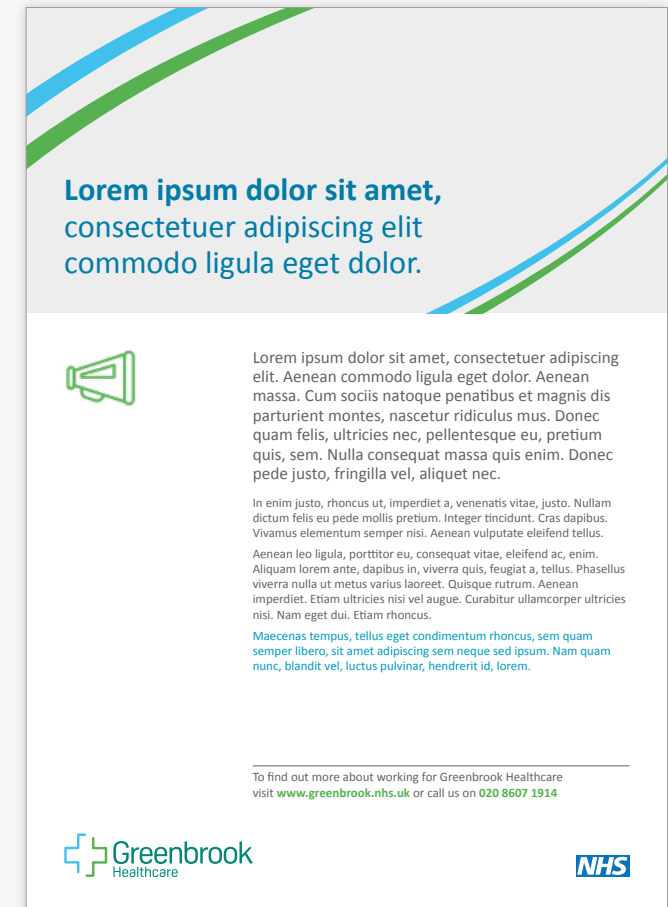
I want to include the icon, how do I go about this?

Right click on the icon and select "Change Picture" (this will ensure the icon will be placed in the same position)
Locate the "Secondary Icons" folder and choose an icon within the "Print / 300dpi" folder.

Full Colour



Light Colour



Stationery

Business Card / Letterhead

The Greenbrook brand should be carried across all methods of internal and external communications. This includes letterheads, which are created as a Word document templates, and business cards.

Where can I find the letterhead template?

⇒ Greenbrook Staff Intranet

How to do get a business card?

Contact ClearBrand at info@clearbrand.co.uk or email matt.james12@nhs.net

Business Cards



Corporate Letterhead

	<p>Greenbrook Healthcare Meadows Centre of Health Chinchilla Drive Hounslow Middlesex TW4 7NR</p> <p>tel. 020 8607 1914 info@greenbrookhealthcare.com www.greenbrook.nhs.uk</p>
Recipient Name Address Line One Address Line Two City County POST CODE 19th August 2013	<p>Dear Recipient</p> <p>Donec tincidunt suscipit pede. Ut congue nunc at ipsum mollis aliquet. Donec iaculis fringilla quam. Integer volutpat magna ut nisi. Donec volutpat tortor non neque. Suspendisse placerat libero quis turpis. Curabitur libero. Vestibulum elementum enim quis elit. Suspendisse potenti. Sed posuere pede vel libero. Nullam non elit vel lorem bibendum blandit. Pellentesque eu erat nec orci interdum rhoncus. Duis viverra eleifend lacus. Curabitur mi felis, rhoncus id, consequat et, rhoncus vel, erat.</p> <p>In est felis, faucibus vitae, tincidunt et, fringilla in, tortor. Aliquam ornare. Vestibulum sodales accumsan magna. Donec tempor. Phasellus ut ante at neque porta posuere. Sed malesuada faucibus nibh. Donec a pede ac arcu commodo euismod. Ut condimentum imperdiet enim. Etiam nunc neque, scelerisque in, dictum quis, auctor quis, turpis. Nam posuere est nec enim. Phasellus pharetra. Aliquam eros.</p> <p>Donec tincidunt suscipit pede. Ut congue nunc at ipsum mollis aliquet. Donec iaculis fringilla quam. Integer volutpat magna ut nisi. Donec volutpat tortor non neque. Suspendisse placerat libero quis turpis. Curabitur libero. Vestibulum elementum enim quis elit. Suspendisse potenti. Sed posuere pede vel libero. Nullam non elit vel lorem bibendum blandit. Pellentesque eu erat nec orci interdum rhoncus. Duis viverra eleifend lacus. Curabitur mi felis, rhoncus id, consequat et, rhoncus vel, erat.</p> <p>Yours sincerely</p> <p>Sender Name Job Title</p>
	<p>Registered office: Greenbrook Healthcare (Hounslow) Limited, Marston House 5, Elmdon Lane, Marston Green, Solihull, West Midlands B37 7DL. Company no: 06025335</p>

Service Letterhead

	<p>Example Health Centre First Line of Address Second Line of Address Town, County POST CODE</p> <p>Tel: 01234 123456 Fax: 01234 123456</p>
Recipient Name Address Line One Address Line Two City County POST CODE 19th August 2013	<p>Dear Recipient</p> <p>Donec tincidunt suscipit pede. Ut congue nunc at ipsum mollis aliquet. Donec iaculis fringilla quam. Integer volutpat magna ut nisi. Donec volutpat tortor non neque. Suspendisse placerat libero quis turpis. Curabitur libero. Vestibulum elementum enim quis elit. Suspendisse potenti. Sed posuere pede vel libero. Nullam non elit vel lorem bibendum blandit. Pellentesque eu erat nec orci interdum rhoncus. Duis viverra eleifend lacus. Curabitur mi felis, rhoncus id, consequat et, rhoncus vel, erat.</p> <p>In est felis, faucibus vitae, tincidunt et, fringilla in, tortor. Aliquam ornare. Vestibulum sodales accumsan magna. Donec tempor. Phasellus ut ante at neque porta posuere. Sed malesuada faucibus nibh. Donec a pede ac arcu commodo euismod. Ut condimentum imperdiet enim. Etiam nunc neque, scelerisque in, dictum quis, auctor quis, turpis. Nam posuere est nec enim. Phasellus pharetra. Aliquam eros.</p> <p>Donec tincidunt suscipit pede. Ut congue nunc at ipsum mollis aliquet. Donec iaculis fringilla quam. Integer volutpat magna ut nisi. Donec volutpat tortor non neque. Suspendisse placerat libero quis turpis. Curabitur libero. Vestibulum elementum enim quis elit. Suspendisse potenti. Sed posuere pede vel libero. Nullam non elit vel lorem bibendum blandit. Pellentesque eu erat nec orci interdum rhoncus. Duis viverra eleifend lacus. Curabitur mi felis, rhoncus id, consequat et, rhoncus vel, erat.</p> <p>Yours sincerely</p> <p>Sender Name Job Title</p>
	<p>Example Health Centre</p>

Bringing the elements together


Contents >



Exhibition

Large Exhibition Bannerstand


Large exhibition panels to have impact both from close range and at a distance, so large scale photography should be used along with further information in the text.

 **Greenbrook**
Healthcare

**Lorem ipsum dolor sit amet,
 Phasellus dictum orci.**

In dignissim pretium ligula a dapibus. Phasellus. Percidendae.
Epuditi volendes. Pellentesque at ante cursus, vitae, facilisis urna.

www.greenbrook.nhs.uk



Roller banners can be created with a variety of different designs to communicate different levels of information.



NHS
Greenbrook
Healthcare

NHS
Greenbrook
Healthcare

NHS
Greenbrook
Healthcare

“Lorem ipsum dolor sit amet, dictum orci.”

GP, Ashford Health Centre

In dignissim pretium sit amet doler ligula a dapibus. Cusandam que eos volum apel illorio nsequia.

www.greenbrook.nhs.uk
020 8607 1914

Why work for us?

- Leading provider of urgent care centres in London & Home Counties
- Clinically managed - putting patients first
- Flexible working to fit around your commitments
- Guaranteed regular sessions
- Operational support, leaving you time to treat your patients
- Competitive salary, hourly rates & access to NHS pension scheme
- Career progression
- Less paperwork and administration giving you more time to spend with your patients

See our vacancies at
www.greenbrook.nhs.uk
020 8607 1914

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In dignissim pretium sit amet doler ligula a dapibus. Cusandam que eos volum apel illorio nsequia.

www.greenbrook.nhs.uk
020 8607 1914

Print Adverts

When designing adverts at different sizes, it is important to proportionally scale the text, Greenbrook logo and NHS logo. Refer to pages 14 and 16 for sizing information.

Half Page Advert
A5
Height 210mm
Width 297mm



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In dignissim pretium ligula a dapibus. Phasellus quis dictum. Pellentesque at ante cursus, dictum felis vitae, facilisis urna. Agnam rest, ipsandantur. Ferum vellabor malo dolupient. Experum et aniae sendi velit reum is et laut voluptatur arci invids ut et exernatem fugit aut fugie nos mi, qui diciae lignis rem.

www.greenbrook.nhs.uk



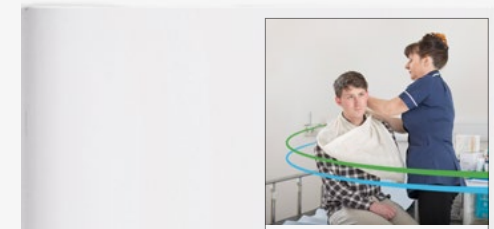

Full Page Advert
A4
Height 144mm
Width 210mm



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In dignissim pretium ligula a dapibus. Phasellus quis dictum. Pellentesque at ante cursus, dictum felis vitae, facilisis urna. Agnam rest, ipsandantur? Ferum vellabor malo dolupient rexpem et aniae sendi.



www.greenbrook.nhs.uk



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In dignissim pretium ligula a dapibus. Phasellus quis dictum orci. Pellentesque at ante cursus, dictum felis vitae, facilisis urna. Agnam rest, ipsandantur? Ferum vellabor malo dolupient rexpem et aniae sendi.

www.greenbrook.nhs.uk



1/4 Page Advert
A6
Height 148mm
Width 105mm

Online Adverts

Online banners and MPUs come in a variety of dimensions, so some of the usual layout rules cannot apply in order to create an effective design.

Horizontal Banner
Height 468px
Width 600px



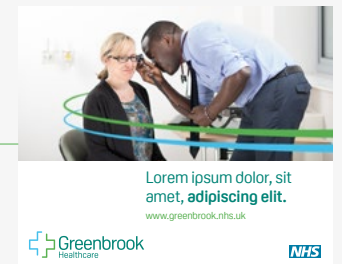
Horizontal banner layout with image, text, URL, NHS logo, and Greenbrook Healthcare logo.

Verticle Banner
Height 240px
Width 120px



Vertical banner layout with image, text, URL, NHS logo, and Greenbrook Healthcare logo.

MPU
Height 300px
Width 250px

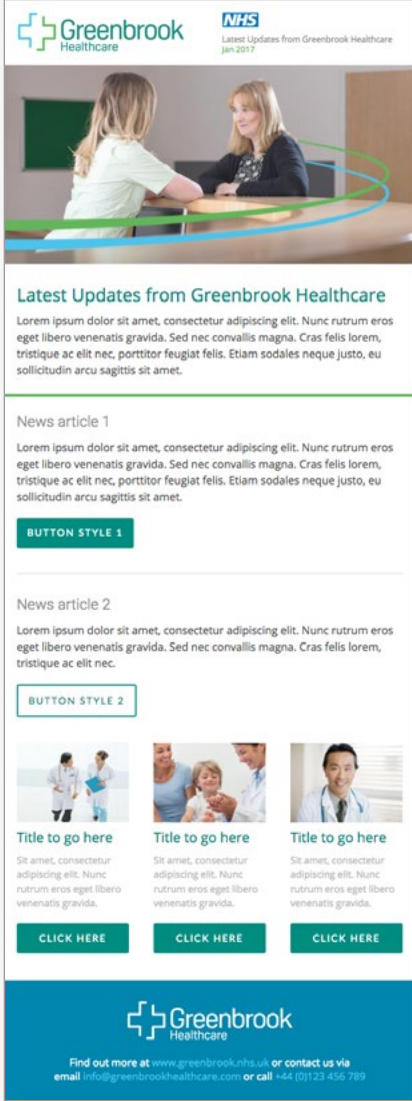
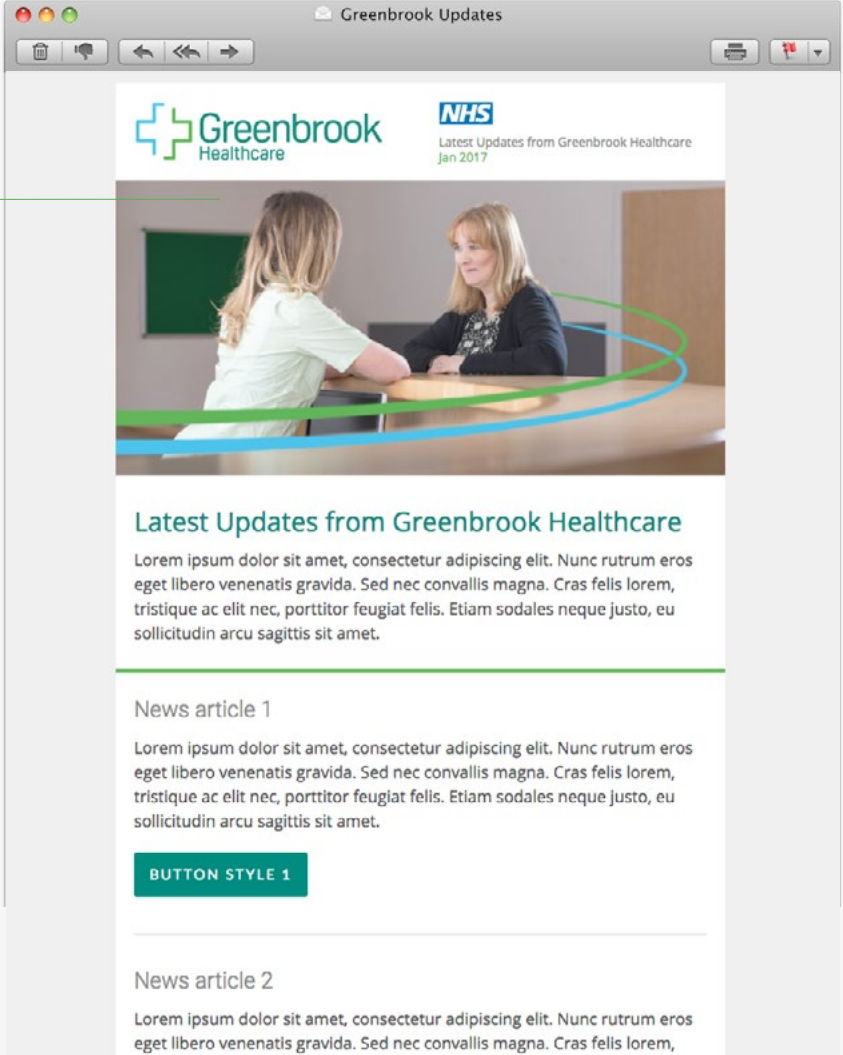


MPU layout with image, text, URL, Greenbrook Healthcare logo, and NHS logo.

E-newsletter Design

The Greenbrook newsletter is created as a template in MailChimp (mailchimp.com).

E-Newsletter
Width 600px

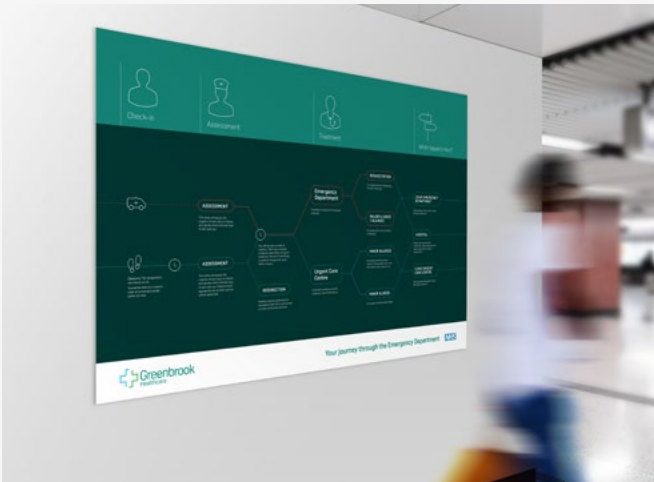


Signage

Urgent Care Centre Overview Sign

This signage helps patients better understand the process of A&E and Urgent Care.

Overview Sign
Height 2m
Width 3m





Adult Waiting Area

People in this area may be at different stages of assessment or treatment.



The department is often very busy. We aim to treat everyone as quickly as possible, but waiting times can be long.

If you are worried your condition is getting worse please speak to the streaming nurse.

We see the most urgent cases first. This means that people who have arrived after you may be called first.

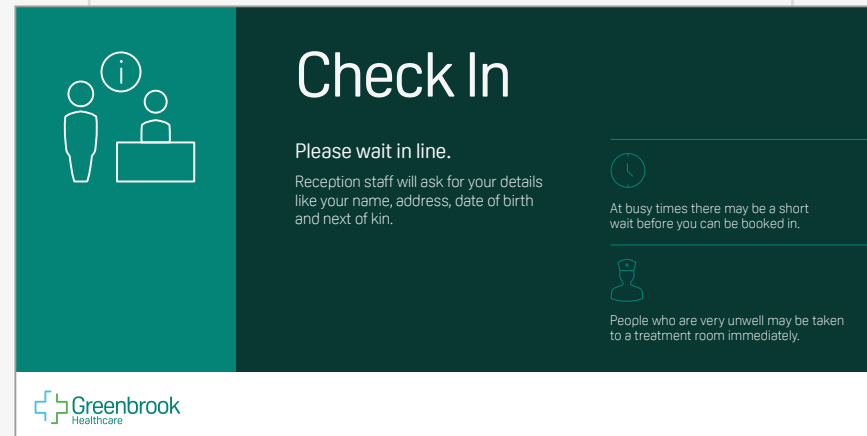
If you have returned from x-ray, please inform the UCC receptionist.

Please ask us if you are worried about waiting times.

If you have to leave, please tell us, so we can advise you appropriately.

Thank you for your patience.

This signage helps patients to understand the check in process and waiting area times.



The sign is divided into three vertical sections. The left section is teal and contains a white icon of a person at a reception desk with an information symbol. The middle section is dark teal with the title 'Check In' in white. Below the title, it says 'Please wait in line.' and 'Reception staff will ask for your details like your name, address, date of birth and next of kin.' The right section is dark teal and contains two items: a clock icon with the text 'At busy times there may be a short wait before you can be booked in.' and an hourglass icon with the text 'People who are very unwell may be taken to a treatment room immediately.' The bottom of the sign features the Greenbrook Healthcare logo.


Check In

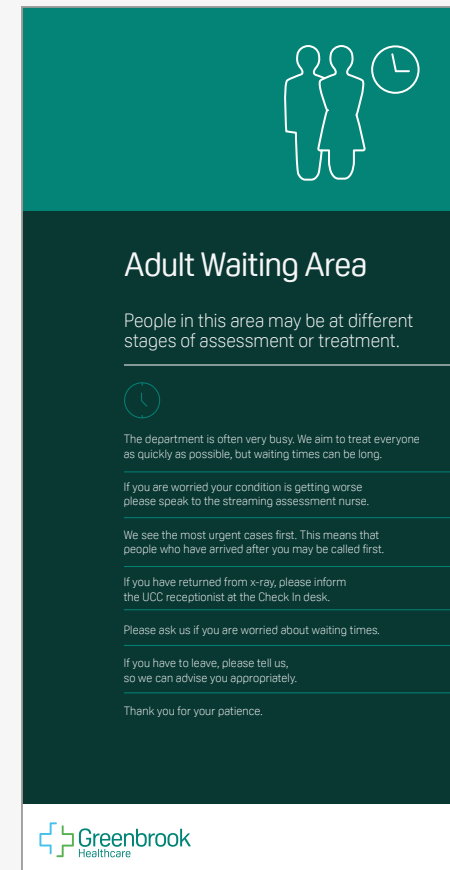
Please wait in line.

Reception staff will ask for your details like your name, address, date of birth and next of kin.

At busy times there may be a short wait before you can be booked in.

People who are very unwell may be taken to a treatment room immediately.





The sign is divided into two horizontal sections. The top section is teal and contains a white icon of two people and a clock. The bottom section is dark teal with the title 'Adult Waiting Area' in white. Below the title, it says 'People in this area may be at different stages of assessment or treatment.' The bottom of the sign features the Greenbrook Healthcare logo.

Adult Waiting Area

People in this area may be at different stages of assessment or treatment.

The department is often very busy. We aim to treat everyone as quickly as possible, but waiting times can be long.

If you are worried your condition is getting worse please speak to the streaming assessment nurse.

We see the most urgent cases first. This means that people who have arrived after you may be called first.

If you have returned from x-ray, please inform the UCC receptionist at the Check In desk.

Please ask us if you are worried about waiting times.

If you have to leave, please tell us, so we can advise you appropriately.

Thank you for your patience.

