

Respect Statement

Our practice staff are here to help you. Our aim is to be as polite and helpful as possible to all patients. If you consider that you have been treated unfairly or inappropriately, please ask the reception staff to contact the practice manager, who will be happy to address your concerns. However, we aim to provide a safe environment for staff and patients. We therefore expect all patients to respect the rights of practice staff and of other patients.

VIOLENCE

The use or threat of force against practice staff or other patients, or any attempt to do so, is unacceptable. This includes any forceful or unlawful touching of any other person, spitting at another person, raising fists or feet or verbally threatening to strike or otherwise applying force to any person.

AGGRESSIVE OR ABUSIVE BEHAVIOUR

Aggressive or abusive behaviour against practice staff or other patients is unacceptable. This includes swearing, threatening or abusive language or gestures, sexual gestures or behaviour, derogatory sexual or racial remarks, shouting loudly or in an intimidating manner or at any person, and applying force to any Practice property or the personal property of any practice staff or other patients, such as banging on or kicking desks or counters.

PRIVACY

Infringing the privacy of practice staff or other patients, or any attempt to do so, is unacceptable. This includes any attempt to obtain personal details of practice staff or other patients (including their medical history or treatment) without their consent and the taking of photographs or recordings without the consent of those persons included in the photograph or recording.

HARRASSMENT

Harassment of practice staff or other patients, or any attempt to do so, is unacceptable. This includes any attempt to contact practice staff without their consent when away from the practice.

These requirements apply throughout the practice premises, including any car park and grounds. It also applies to any employee or partner away from the Practice.

Many of the actions listed above are not only unacceptable behaviour but also criminal offences.

Patients who behave in such a way may be removed from the patient list.
Please help us to help you. Thank you.