

# ABERTILLERY GROUP PRACTICE ZERO TOLERANCE POLICY

## **Patient Behavioural Policy**

We are a General Practice Surgery in Abertillery.

Please see the links in the tabs above to find out how to register with us, arrange appointments with our General Practitioners (GPs) and Health Care Professionals (HCPs) and arrange prescriptions.

We aim to provide all those who request one, an appointment on the same day but this is not always possible. If there are no more appointments on the same day you may be asked to call again the following working day. If this occurs but your problem needs to be addressed on the same day for urgent medical reasons you can inform our reception staff of this and they will ask you a series of questions so that your request can be screened by our on call GP. If the on-call GP does find your problem needs to be addressed the same day for urgent medical reasons they will endeavour to help you. Please note however that we are not an emergency service. If you have a medical emergency such as chest pain, loss of consciousness, bleeding, suspected stroke or severe trauma you should call 999 immediately.

Our appointments generally allow around 8 minutes for the health care professional to help with your problem, this is generally enough time for one problem. If you want to speak to the healthcare professional about your child or relative as well you will have to make a separate appointment for this. If you have more than one problem you should tell the health care professional at the start of your appointment so the most pressing problem can be addressed and you will then need to request further appointments for any problems remaining.

Appointments with our GPs and HCPs can be via the telephone, in person and online using 'attend anywhere'. For your convenience, should you prefer, advice from the GP, medication, tailored self-help information and sick notes and test results can be requested online via 'econsult' or 'myHealth online'. Please see the appointments section to access these services.

All our staff are bound by confidentiality. For this reason they may not be able to discuss a relative's or friend's care without their written permission.

Our receptionist will ask for information about your problem as part of 'Care Navigation'. This is so your problem can be dealt with by the best person for the job at the appropriate time. Our receptionists are bound by confidentiality and so please do not hesitate to provide them with the relevant information.

We can see many more patients in the surgery in the time it takes to do one home visit and when we visit a patient at home we do so without the equipment we have in the surgery. It is for these reasons that although GPs and HCPs do provide home visits we only do so when the patient is registered on the medical record as housebound. If you would leave your home for other reasons including to attend

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a hospital then you are not housebound and so you will not be offered a home visit.

Transport to the practice is your responsibility and the lack of transport is not justification for a home visit. Please call or contact us before 11:00 am if you are genuinely housebound and think you may need a home visit.

Please allow 72 working hrs for repeat prescriptions to be issued. It is your responsibility to plan ahead and allow time for this before running out.

Please allow 48 hours for sick notes (Med 3 requests) to be issued. Sick notes are not classified as an emergency. Sick notes are to be collected from the surgery after 11:00 am, 48 hours from initial request.

If you cannot attend an appointment please let us know as soon as possible. We can offer this appointment to another patient. Missing an appointment without contacting us to let us know may result in a formal warning.

Please arrive in time for your appointments and be available to answer your phone. You will have to rebook if you arrive late or do not answer your phone when called.

Chaperones may be needed during consultations and for intimate examinations. Should you want another member of staff to be present during your consultation or examination please let the GP or HCP know.

We aim to provide our patients with a high standard of care. We feel privileged to help our patients and we are grateful for the respect and thoughtfulness the majority of our patients afford us. However it is worth noting that in order for us to provide a high standard of care we need our patients to act responsibly.

Be honest with all our members of staff.  
Be polite and patient at all times.

Follow the guidance above in regards to what we can provide and how to access our services.

Incidents where patients abuse staff are rightfully rare. Verbal abuse whether that be swearing, aggressive and demanding behaviour and abuses of our service will result in formal warnings. Repeat incidences will result in the offending patient being removed from the practice list and having to find another GP practice. Any actual violence or threat of violence or verbal abuse which leads to fear of a person's safety will not be tolerated at all. The police will be called and the perpetrator will have to find another GP practice with immediate effect according to the National Health Service Regulations 2004 under Schedule 6, Part 2 Sections 19 – 26.

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We aim to be punctual and respect your time however due to the nature of our role providing care, emergencies and situations that delay our staff can occur. We apologise if this occurs and will endeavour to keep you updated in such a situation.

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