

ABERTILLERY GROUP PRACTICE ZERO TOLERANCE POLICY

Patient Contract

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.

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.

Name: _____ Date: ____/____/____

Signature: _____