

Introduction

This code of conduct is being issued by Water Meadow Surgery.

The vast majority of our patients are friendly and courteous just as we hope that we are to them. However, there are the odd occasions when the behaviour of a few patients is unacceptable to us.

The code of conduct is issued because we want to make it clear to all our patients that behaviour which is unacceptable and/or unreasonable within the terms of the NHS Zero Tolerance policy which states that NHS staff should be able to come to work without fear of violence, abuse or harassment from patients or their relatives, may result in us taking action to remove you from our practice list and the Buckinghamshire Clinical Commissioning Group (CCG) will need to assign you to an alternative GP practice.

All our patients are asked to abide by this voluntary code of conduct.

Code of Conduct

I agree to behave in accordance with the terms below and I acknowledge and understand that if I do not respect the terms of the agreement I will be unable to access GP services within Water Meadow Surgery and I may have to access my care through arrangements made for me by Buckinghamshire Clinical Commissioning Groups:

1. I will treat the GP's and their staff with respect and can expect the same in return.
2. I will not abuse, intimidate, nor threaten, either physically or verbally, the GP's, their staff or NHS staff with whom I come into contact.
3. I will engage with the practice to attend consultations and complete any necessary administration in respect to the management of my healthcare, including regular health and medication monitoring.
4. I will only engage with the GP practice staff to make or cancel appointments, to request urgent medical advice or to service my immediate primary care needs, including telephone contact.
5. Should GP practice staff consider that engagement has moved beyond the above specifics or be considered unreasonable in content or volume, they will inform me of this and will be at liberty to request that I leave the practice (to which I will comply) or to terminate the telephone call;

6. I understand that:
 - a. I can access GP medical services via pre-arranged appointments only.
 - b. prescription requests will not be taken over the telephone;
 - c. routine clinical consultations (face to face and telephone) are scheduled for 10 minutes unless the clinician considers that the medical condition/consultation requires longer.

Should the consulting clinician consider that engagement has moved beyond the medical specifics of the consultation or be considered unreasonable; they will inform me of this and will be at liberty to terminate the consultation whether face-to-face or via telephone.
 - d. urgent GP appointments will be provided in line with current practice arrangements and that I will be offered an appointment with whichever GP has availability at that time should an urgent appointment be required.

7. Should I have a complaint regarding the management of my primary medical care by the Water Meadow Surgery, either clinical or administrative; I am able to make my complaint to the GP practice through the Practice Manager who will deal with it in accordance with the NHS England Complaints Procedure.

8. I understand that failure to behave in accordance with the terms set out in this agreement will result in Water Meadow Surgery removing me from their patient list. I will be given one warning of removal and on the second breach of this Code of Conduct I will be removed unless my behaviour is such that it requires the involvement of the Police, in which case I will be removed from the patient list with immediate effect.

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