

CODE OF CONDUCT

It is the aim of Leacroft Medical Practice to provide a safe and pleasant environment in which patients and visitors may receive healthcare and staff may carry out their work.

To assist in providing this, all persons accessing the services of the practice are expected to observe the Practice Code of Conduct. The Code of Conduct states:

Persons accessing the services provided by the Practice, whether in person or by telephone, should behave in a manner that is courteous and respects the rights of others, the practice environment, and NHS services.

The following behaviours fall outside the Code of Conduct and are therefore considered to be unacceptable:-

- Use of threatening, abusive or obscene language toward staff, patients or guests;
- Offensive remarks of a racial, sexually or personally derogatory nature toward staff, patients, or any other users of the premises;
- Threatening or aggressive gestures and/or actions, or excessive noise which is distressing to others in the vicinity;
- Damage to Practice or patient property;
- Approaching Practice staff or partners regarding health or personal issues outside the Practice premises;
- Theft;
- Spitting;
- Inappropriate behaviour involving alcohol or substance misuse
- Repeated and persistent failure to attend booked appointments without providing at least one hour's notice of cancellation.

Any person acting in an unacceptable manner will be asked by a member of staff to stop behaving in such a way and to observe the Practice Code of Conduct. In some cases a warning of removal letter may also be given to the person.

If the person fails to observe the Code of Conduct having received a warning of removal letter, Leacroft Medical Practice will make alternative arrangements for the patient concerned to receive his/her healthcare. These arrangements will be advised to the patient in writing by NHS England.

Violent behaviour is never tolerated and will result in police prosecution of the aggressor and the direct and immediate removal of the patient concerned from the practice list.

Print Name:

Signature:

Date: