

FAIR USAGE POLICY

Purpose

This Fair Usage Policy ensures that all patients have fair and equal access to our healthcare services. It helps prevent any single patient's use of the service from disproportionately affecting others—particularly during times of high demand—so that care remains accessible and effective for everyone.

Our Commitment

At **Ealing Park Health Centre**, we are committed to providing the highest standard of care through fair access for all. We ask that patients engage with our clinicians and administrative team in a fair, respectful, and consistent manner to help us deliver efficient and safe care.

Fair Use of Services

To maintain efficient operation and equitable access:

- Patients are expected to use services responsibly and in line with this policy.
- Excessive or inappropriate use may limit availability for others.

Examples of unfair or excessive use include:

- Submitting an unusually high number of online consultation requests.
- Making repeated submissions or “chasing” the same issue unnecessarily.

If such behaviour significantly impacts the care of other patients, the practice may review and, if necessary, restrict an individual's access to certain services. Any action will follow a clear and transparent process, with open communication at all stages.

In exceptional cases — such as behaviour that breaches the **NHS Zero Tolerance Policy** or causes an irreparable breakdown of the practice–patient relationship — the practice may remove the patient from its list, in accordance with NHS regulations.

Our Commitments to Patients

We pledge to:

- Treat all patients with dignity, respect, and fairness.
- Provide a courteous, confidential, and personalised service.
- Respond to online consultations within **24 working hours**, starting from the next working day after receipt.
- Keep patients informed about services, rights, and relevant updates.
- Allocate appointments based on clinical need.
- Continuously review and improve systems for greater efficiency.
- Offer a confidential complaints process for concerns or feedback.

- Welcome patient feedback to help improve our services.

Patient Responsibilities

To help us maintain high-quality care for all, we ask that patients:

- Submit **one online consultation per issue**, providing full and accurate details.
 - Multiple submissions for the same problem will not speed up response times.
- Attend appointments on time, or cancel with adequate notice.
- Show understanding if delays occur due to emergencies or extended consultations.
- Use the service appropriately — urgent care should not be expected for non-urgent issues.
- Consider alternative options (self-care, pharmacies, NHS 111) for minor ailments.
- Choose the most appropriate healthcare professional for their needs — not all issues require a GP.
- Allow **72 working hours** for repeat prescriptions (counted from the next working day after the request).
 - Please do not pressure staff to process prescriptions sooner.
- Keep personal contact information up to date.
- Treat all staff with respect — **verbal or physical abuse will not be tolerated**.

When the Doctor–Patient Relationship Breaks Down

If a patient's conduct repeatedly falls outside acceptable standards, the practice will follow a fair and transparent process:

Communication with the Patient

- Notify the patient (by phone or in writing) that a problem has been identified.
- Explain the issue clearly and invite the patient's perspective.
- Seek advice from the **British Medical Association (BMA)** if needed.

Internal Review

- Inform relevant staff.
- Discuss the situation and any possible contributing factors (e.g. cultural or mental health issues) at a Practice Meeting if relevant to do so.

Further Action (if unresolved)

- Request removal from the practice list through **Primary Care Support England (PCSE)**.
- Notify the patient in writing of the decision and reasons.