

Woolstone Medical Centre

Patient code of conduct

Code of conduct for engagement with primary medical services

We ask that all patients comply with the below requirements to enable us to provide a safe working environment for all staff and patients.

1. Treat the GP's and their staff with respect and patients can expect the same in return.
2. Do not abuse, intimidate, nor threaten, either physically or verbally, the GP's, their staff, or any NHS staff with whom you come into contact.
3. Engage with the practice to attend consultations and complete any necessary administration in respect to the management of your healthcare, including regular health and medication monitoring.
4. Engage with the GP practice staff to make or cancel appointments, to request urgent medical advice or to service your immediate primary care needs, including telephone contact. Should GP practice staff consider that engagement has moved beyond the above specifics or be considered unreasonable in content or volume, they will inform the relevant management/ authority and will be at liberty to request that you leave the practice (to which you must comply) or to terminate the telephone call.
5. You understand that:
 - a. You 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 you 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 you will be offered an appointment with whichever GP has availability at that time should an urgent appointment be required.
6. Should you have a complaint regarding the management of your primary medical care by Woolstone Medical Centre, either clinical or administrative, you are able to make a complaint to the GP practice through the Practice Manager who will deal with it in accordance with the NHS England Complaints Procedure.
7. You understand that failure to behave in accordance with the terms set out above will result in Woolstone Medical Centre removing you from our patient list. You will be given one warning of removal and on the second breach of this Code of Conduct you will be removed unless your behaviour is such that it requires the involvement of the Police, in which case you will be removed from the patient list with immediate effect.