

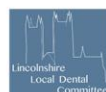
Lincolnshire Primary Care Patient Code of Conduct

At **Beechfield Medical Centre** we are committed to ensuring everyone is treated with respect and dignity including all patients, their families, carers and our practice team.

We provide this guide to all patients on registration with the practice to set out the type of conduct that is expected.

All patients are expected to behave in the following manner:

- To be polite and respectful towards all individuals, including practice staff working in all roles and other patients.
- To not make inappropriate or unacceptable remarks to any staff or other patients at the practice including any abusive remarks related to individuals on the basis of:
 - Age
 - Disability
 - Race
 - Gender reassignment
 - Marriage or civil partnership
 - Pregnancy
 - Religion or belief
 - Sex
 - Sexual orientation
- To not undertake any form of threatening abuse or violence towards any individual (staff or other patients) at the practice.
- To use our services responsibly including:
 - To book routine appointments in accordance with the practice's policy
 - To request urgent appointments only for genuine urgent conditions
 - To engage with any remote appointments, we may offer over the telephone (or video)



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✉ licb.pcwt@nhs.net

- To attend face-to-face services where it is important to be seen in person, (including when physically able to do so, rather than requesting a home visit)
 - Attend all appointments on time
 - Cancel any booked appointments that are no longer required
 - Request repeat prescriptions in good time, ensuring that all items are ordered together rather than in individual lots
 - Use our health care professionals' time in an appropriate manner e.g. do not seek appointments for minor ailments that can be self-treated in the first instance.
 - To raise only genuine concerns or complaints you may have about your care or the services we provide you.
- To respect surgery premises and property.
 - To attend the surgery premises for the purpose of engaging with our services.

In return, patients can expect to access a range of services provided with respect and confidentiality including:

- A single phone number for the booking of appointments
- An online triage system for the booking of appointments
- Immediate attention for very serious illness and life-threatening emergencies - only via telephone triage to 999/A&E
- Urgent attention for serious illness or very painful conditions – only via telephone triage to 999/A&E
- Appropriate appointments for non-urgent conditions
- Home visits for people too sick to attend surgery – only when deemed clinically necessary and following any associated/appropriate risk assessment
- Repeat prescriptions available within agreed time limits
- Appropriate disease management e.g. diabetes, asthma and raised blood pressure
- Clean, safe and well-equipped surgery premises
- Appropriate investigation of diseases
- Appropriate treatment
- Referral to a specialist when required

We would remind you that all patients are free to register with a practice of their choice, as long as the practice has an open patient list for new registrations and the patient lives within the practice area.



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Any patient who commits any inappropriate or unacceptable behaviour towards a GP, practice staff, other patients or the surgery premises or property risks being removed from the practice list with 8-days' notice. We will normally provide a warning letter which will be held on record for 12 months before issuing such a notice.

Inappropriate and unacceptable behaviour may include but is not limited to:

- Using bad language or swearing at practice staff or other patients
- Racial abuse
- Sexual harassment
- Unnecessarily persistent or unrealistic demands that cause disruption
- Causing damage to practice premises or to the property of staff or other patients
- Stealing from practice premises, staff or other patients
- Obtaining drugs and/or medical services fraudulently

Any threatening abuse or violent incidents will not be tolerated. Any such incident will be reported to the police and will mean your immediate removal from the practice list and your care transferred to a special allocation scheme which manages violent and aggressive patients.

When registering with our practice, all patients are agreeing to the terms of this guide as a commitment to our ongoing relationship.



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