

MOATFIELD SURGERY



PRACTICE CODE OF CONDUCT

IT IS THE AIM OF MOATFIELD SURGERY 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 ATTENDING THE PRACTICE WHETHER IN PERSON OR BY TELEPHONE SHOULD BEHAVE IN A MANNER THAT RESPECTS THE RIGHTS OF OTHERS AND THE PRACTICE ENVIRONMENT.

THE FOLLOWING BEHAVIOUR FALLS OUTSIDE THE CODE OF CONDUCT AND IS THEREFORE CONSIDERED TO BE UNACCEPTABLE:

- Excessive noise which is obtrusive to others in the vicinity
- Use of threatening/abusive/obscene language
- Offensive or derogatory remarks or remarks of a discriminatory nature relating to age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion and belief, sex and sexual orientation
- Damage to property
- Theft
- Spitting
- Threatening/aggressive gestures and/or actions
- Inappropriate behaviour involving alcohol/substance misuse

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.

IF A PERSON REPEATEDLY FAILS TO OBSERVE THE CODE OF CONDUCT AND CO-OPERATE THEN THEY WILL BE ASKED TO MAKE ALTERNATIVE ARRANGEMENTS FOR THEIR HEALTHCARE AND BE DE-REGISTERED FROM THE PRACTICE.

VIOLENT BEHAVIOUR IS NEVER TOLERATED AND MAY RESULT IN POLICE PROSECUTION AND DIRECT AND IMMEDIATE REMOVAL OF THE PATIENT CONCERNED FROM THE PRACTICE LIST.