



Thank you for asking to register at our practice. We are committed to serving your needs well.

We will:

- **Treat your affairs in strict confidence**
- **Provide a good quality service**
- **Be courteous and professional**

We ask you to accept the following minimum standards of acceptable behaviour.

What we ask of you	What we mean
Conduct and civility to staff and doctors	We will immediately remove any patient who swears or who displays aggressive or violent behaviour. The police may be called in such circumstances.
Personal hygiene and no immodest clothing	Please try and be clean when attending your appointment.
Treat premises with respect	No graffiti or vandalism. No eating, drinking or chewing gum. Help us to keep our premises pleasant!
Attend punctually for appointments	Patients arriving more than 10 minutes late for booked appointments will not be seen. Repeated missing of booked appointments may lead to you being removed from the surgery.
Attend surgery wherever possible	Best care can be provided in the surgery with the equipment and facilities we have here. Home visits can only be arranged for the elderly or infirm or housebound.
Sensible use of out of hours service	Where possible it is always better to come into the surgery during the day rather than to call for a doctor at night
Mobile phones switched off	Helps keep the waiting area pleasant and may interfere with medical equipment.
Complaints and suggestions are welcome	We are always looking to improve our services- any suggestions are welcome. Rarely a complaint may be necessary; we will try and resolve this quickly. If necessary speak to our Practice Manager

I have read and understand the minimum standards of acceptable behaviour.

Name _____

Date _____

Signature _____