

Violent Patient Scheme

Good Conduct Guide (SAMPLE)

In order to be provided with Primary Medical Services patients are expected to act in a manner that does not represent a threat to GPs, including their Practice staff, other patients and property. This guide sets out the type of conduct that is expected of all patients registered with a General Practice.

Patients are expected to behave in the following manner:

- To be polite and respectful towards all individuals and property
- Do not make threatening remarks to staff or patients at the practice
- To book routine appointments in accordance with the practice's policy
- Request urgent appointments only for genuine urgent conditions
- Attend surgery, 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
- Respect surgery premises and property
- Use the doctors time in an appropriate manner – Do not attend surgery for minor ailments that can be self-treated e.g. coughs, colds and minor aches and pains
- Do not attend the surgery without an appointment
- Do not request a "Note from the doctor" unless absolutely essential
- Patients are free to register with the practice of their choice for the provision of Primary Medical Services as long as the practice list is open for new registrations and the patient resides within the practice boundary area. Patients not intending to change their GP should not seek treatment from other practices in the city (unless in an emergency) without consulting with their current practice.

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
- 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

If patients commit any act of violence including threatening, abusive or intimidating behaviour towards a GP, Practice staff, other patients (including damaging their property) they will be removed from the practice list and may be re-assigned to the Violent Patient Scheme.

Declaration

I, , agree to comply with the above conditions and understand that I should not visit the surgery unless I have booked an appointment and that if I commit any act of violence including threatening, abusive or intimidating behaviour, or fail to keep these conditions in any way I may be transferred / transferred back to the Violent and Aggressive Patient Scheme for the provision of all future GP services.

Signed:

Date: