**Partners:**
Dr B Tighe
Dr A Saeed
Dr D Riley
Dr M Nathu

**Salaried GPs:**
Dr R Evans
Dr D Ganesh
Dr A Inglis
Dr L Thapa
Dr E Warr
Dr C Thompson
Dr H Afroz
Dr D Krajewski

**Good Behaviour Guidance**

At Voyager Family Health we are committed to ensuring everyone is treated with respect and dignity including all patients, their families, carers and our practice team.

We are providing this guidance to set out the type of conduct that is expected of all patients who are registered with the practice.

All patients are expected to behave in the following manner:

- To be polite and respectful towards all individuals (staff and other patients). This includes corresponding verbally with others in a calm and appropriate manner, allowing others time to respond and taking time to listen to the response. This allows a mutually respectful two-way conversation.

- To not make inappropriate or unacceptable remarks to any staff or other patients at the practice including any abusive remarks related to any individuals:
  - Age
  - Disability
  - Gender reassignment
  - Marriage or civil partnership
  - Pregnancy
  - Race
  - Religion or belief
  - Sex
  - Sexual orientation

- To not undertake any form of threatening abuse or violence towards any individual (staff and other patients) at the practice.

- To use our services responsibly including:
  - To book routine appointments in accordance with the practice policy.
  - To call during usual surgery opening hours.
  - To request urgent appointments/triage only for genuine urgent conditions.
  - To complete an online triage form for all GP appointment requests. These will be triaged by a GP who will decide on the urgency of the issue and advise our appointment booking team accordingly. If clinically indicated, you will then be contacted by the patient services team to book an appointment within the timeframe specified by the triaging GP and you will be seen by the most appropriate clinician for your condition.
  - To engage with any remote appointments we may offer, either over the telephone or by video.
  - 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).
  - To attend all appointments on time.
  - To cancel any booked appointments that are no longer required.

- To request repeat prescriptions in good time, ensuring that all items are ordered together rather than in individual lots.
- To use our healthcare 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 ensure all correspondence with the practice is realistic and not excessive.
- To raise only genuine concerns or complaints you may have about your care or the service we provide you.
- To respect all staff and patients in the building at all times.
- To respect surgery premises and property.
- To attend the surgery premises for the purpose of engaging with our services.

In return as a patient, you can expect to:

- Continue to access all our services and to be provided with respect, dignity and confidentiality.

- To raise any concerns or complaints about your care or our services and that these will be investigated and responded to.

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

Any patients who commit any inappropriate or unacceptable behaviours towards a GP, practice staff, other patients or the surgery premises or property, risk 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 notice.

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.

We invite patients to agree to the terms of this guide as a commitment to our ongoing relationship.