



South Hill Medical

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Code of Conduct for Patients

This code outlines the expected standard of conduct for patients. By attending our practice you agree to uphold this standard and understand that failure to do so may result in discontinuation of treatment and being a patient here.

Patients agree:

- They will be courteous and respectful at all times
- They will inform the Doctor if they are receiving treatment from another health professional and will accurately disclose their medical history and current medications.
- They will arrive at least 5-minutes prior to their scheduled appointment so as not to make the GP run late or impact negatively on patients booked after them.
- They will follow our Infection Control Policy by advising us of infectious symptoms before entering the practice (cough, fever, sore throat, rash, runny nose, diarrhoea, or vomiting)
- They will follow directions from staff regarding our Infection Control Policy, including wearing a mask inside the clinic if unwell with cold, flu, covid or any other like symptoms that could spread. If patients do not wish to wear a mask (or have an exemption) please inform staff by phone before attending so staff can give instructions.

Patients acknowledge:

- Appointment times are held especially for them – they will provide at least 4 hours' notice of a cancellation so the appointment can be offered to others (late cancellation fees apply)
- Failure to attend an appointment will attract a non-attendance fee.
- Our practice is typically fully booked and is resourced accordingly. When a patient fails to attend, finite practice resources are wasted, placing pressure on our ability to sustain a high-quality service.
- Repeated late cancellations, late attendances, or non-attendances will result in suspension.
- The GP may need patients to book further appointments for multiple problems.

We ask all patients and visitors to help us to make our Practice a safe place for everyone and require patients and visitors to act with courtesy and respect.

Patients will refrain from:

- Intimidating, aggressive, insulting, or disrespectful behaviour
- Abusive language, menacing gestures, shouting, or verbal/physical threats
- Racial or cultural slurs or other derogatory remarks associated with, but not limited to, race, language, gender, sexuality, or age.
- Attending under the influence of alcohol and/or drugs
- Damaging or stealing practice property
- Allowing children to climb on furniture or disrupt other patients or staff.
- Loud conversations or noise from mobile phones and other devices
- Repeat late cancellations, late attendance, or non-attendance.

Our staff, doctors and other visitors have a right to feel safe.

We have a zero-tolerance policy. Anyone who breaks this code of conduct will be asked to leave (police may be called) and discharged from the practice.

If you are subjected to any of these behaviours or witness inappropriate behaviour, please report to any staff member.

By signing below, I hereby acknowledge that I have completely read and fully understood the above conditions and agreed to always abide by them. If I do not abide then I understand the consequences.

Name:

Date:

Signature: