



Telephone: 01903 777000

Fax: 01903 369181

www.westcourt.surgery

ACCEPTABLE BEHAVIOUR CONTRACT

We are committed to promoting access to our services and offering choice wherever possible in the services we provide and the way we deliver them. An acceptable behaviour contract is an individual written agreement between a patient and their GP practice.

The contract is between:

PRINT NAME	
DATE OF BIRTH	

and Westcourt Medical Centre, and is valid from the date shown in the signature table below.

Westcourt Medical Centre will ensure you are dealt with quickly, fairly and in a courteous and helpful manner.

Westcourt Medical Centre will ensure that staff take responsibility for resolving or dealing with your query or that they refer it to an appropriate colleague.

The Conditions:

The above-named person applying for registration at the practice agrees to the following:

1. To refrain from using abusive or offensive language, making threats of violence or aggressive behaviour and to treat all staff fairly and with respect; in person, on the phone, in writing or on social media.
2. To cancel any appointments they are unable to attend with as much notice as possible.
3. To Westcourt Medical Centre's DNA (Did Not Attend) policy - if they miss three appointments without notifying the surgery, they may be removed from the practice list and will have to register with a different practice.
4. To adhere to Westcourt Medical Centre's repeat prescription policy and agree to allow 3 working days before collecting repeat prescriptions.

Breach of this Contract:

If the above-named person fails to adhere to the above conditions, they may be removed from the practice list. This contract serves as an initial warning in the event of breaches occurring.

Declaration:

I confirm that I understand the meaning of this contract and that the consequences of breaking the conditions of the contract.

Signature	
Date	

Dr Glyn Williams
Dr Emma Tilley
Dr Greg Middleton

Dr Elke Van Diest
Dr Rosie Ezewuzie
Dr Nicola Torry