

Acceptable Behaviour

For Our Patients

We are committed to providing the highest standard of care by respecting your dignity and personal wishes in a safe, caring and professional environment.

For Our Staff

We strive to ensure a safe workplace for everyone at the practice, protecting staff from potential harm caused by violent or aggressive behaviour.

Any form of verbal or physical abuse will not be tolerated. Patients who cause any member of our staff to feel harassed or distressed will be asked to leave the premises. This policy also applies to inappropriate behaviour during telephone calls, which may result in the call being terminated.