

# Health Information Policy

All information given by patients is guarded with the highest possible standard of confidentiality. No patient records will be released without the treating doctor's permission and written consent from the patient. Request for transfer of medical records forms can be requested at the reception desk.

## Results

Patients are contacted by the doctor immediately to relay any urgent result, otherwise they are advised to see the doctor to seek results. The Practice has a policy of not giving results over the phone especially by the non-clinical staff, at all times to ensure privacy of the patients.

## Communication Policy

All messages for doctors, are relayed to the doctor who will call back at a suitable time if they are busy with a consultation. Please note that our doctors will not perform a consultation over the phone without a Telephone consult booking (fee applies). Appointments must be booked regarding any medical concerns. The Dr will be promptly interrupted in cases of Emergency ONLY.

## Telephone Policy

Most issues are best dealt with in a consultation with your Doctor.

At times, your doctor may be attending to other patients and may need to return your call if you have a Telephone consult arranged. Please inform our reception staff if your call is Urgent

## Recall/Reminder System

Our Practice is committed to preventative healthcare. Our preferred method of communication with our patients is via our electronic reminder and recall system. If you do not wish to participate in this method of communication, please advise your doctor.

## Referrals

Our practice regularly engages with local health services, such as specialists, allied health, and hospitals. If required, your GP will provide sufficient information (a referral letter) to plan and facilitate optimal patient care. Please make an appointment with your GP if you wish to organise a referral. If you misplace your referral there will be a Private Fee to reissue.

# ZERO TOLERANCE POLICY

---

**ZERO TOLERANCE**

The Practice takes it very seriously if a member of staff or one of the doctors or nursing team is treated in an abusive or violent way.

The Practice supports the government's 'Zero Tolerance' campaign for Health Service Staff. This states that GPs and their staff have a right to care for others without fear of being attacked or abused. To successfully provide these services a mutual respect between all the staff and patients must be in place.

All our staff aim to be polite, helpful, and sensitive to all patients' individual needs and circumstances.

They would respectfully remind patients that very often staff could be confronted with a multitude of varying and sometimes difficult tasks and situations, all at the same time. The staff understand that ill patients do not always act in a reasonable manner and will take this into consideration when trying to deal with a misunderstanding or complaint.

However, aggressive behaviour, be it violent or abusive or foul language, will not be tolerated and may result in you being removed from the Practice list and, in extreme cases, the Police being contacted.

In order, for the practice to maintain good relations with their patients the practice would like to ask all its patients to read and take note of the occasional types of behaviour that would be found unacceptable:

- Using bad language or swearing at practice staff
- Any physical violence towards any member of the Primary Health Care Team or other patients, such as pushing or shoving

- Verbal abuse towards the staff in any form including verbally insulting the staff
- Racial abuse and sexual harassment will not be tolerated within this practice
- Persistent or unrealistic demands that cause stress to staff will not be accepted. Requests will be met wherever possible, and explanations given when they cannot
- Causing damage/stealing from the Practice's premises, staff or patients
- Obtaining drugs and/or medical services fraudulently

We ask you to always treat your GPs and their staff courteously.

## **Removal from the practice list**

A good patient-doctor relationship, based on mutual respect and trust, is the cornerstone of good patient care. The removal of patients from our list is an exceptional and rare event and is a last resort in an impaired patient-practice relationship. When trust has irretrievably broken down, it is in the patient's interest, just as much as that of the practice, that they should find a new practice. An exception to this is on immediate removal on the grounds of violence e.g. when the Police are involved.

## **Removing other members of the household**

In rare cases, however, because of the possible need to visit patients at home it may be necessary to terminate responsibility for other members of the family or the entire household. The prospect of visiting patients where a relative who is no longer a patient of the practice by virtue of their unacceptable behaviour resides, or being regularly confronted by the removed patient, may make it too difficult for the practice to continue to look after the whole family.