**Beaconsfield Road Surgery - Acceptable Behaviour Policy**

**The surgery aims to:**

* help you as a patient to access our services
* offer you choices where available
* deal with you quickly and fairly as soon as possible
* be polite and helpful to you.  
    
  **In return, we expect you as a patient to:**
* treat staff fairly and politely, whether on the phone, face to face, in writing, or on social media
* use our complaints policy if you need to raise concerns about our care or service
* attend your appointments, giving as much notice as possible if you are ever unable to attend
* allow us three working days notice of any repeat prescriptions that you need

**To avoid putting your place as our patient at risk, we ask you not to:**

* use abusive or threatening language
* make threats, be violent or aggressive
* fail to attend appointments

**We appreciate your helping us to help you.**

**This policy has been produced in conjunction with the**

**Patient Participation Group and the senior partners.**