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Rights and Responsibilities as a Patient

The practice respects the privacy, dignity and confidentiality of all patients and their parents/carers at all times. Information about a patient is not given to any healthcare establishment, professional or third party without the consent of the patient or parent / carer.

Patients can express a preference for a particular practitioner when they make an appointment but may have to see an alternative practitioner if the practitioner of their choice is not available.

We aim to treat our patients courteously at all times and expect our patients to treat our staff in a similarly respectful way. We take seriously any threatening, abusive or violent behaviour against any of our staff or patients. If a patient is violent or abusive, they will be asked to stop this behaviour. If they persist, we may exercise our right to take action to have them removed, immediately if necessary, from our list of patients. The practice enforces a 'zero- tolerance' policy.