

Patient Code of Conduct

It is our aim at the Consultation Libellule to provide a safe and pleasant working environment in which patients and staff give and receive mutual respect.

To assist in providing this, all persons accessing the services of the Consultation are expected to observe the Patient Code of Conduct.

The main aim of the Patient Code of Conduct is to ensure that:

People attending the Consultation, whether in person or by telephone, should behave in a manner that respects the rights of others and the Consultation environment.

Abusive behaviour is never tolerated and will result in the direct and immediate removal of the patient concerned from the practice list.

The following behaviour falls outside the Code of Conduct and is therefore considered to be **unacceptable**:

- Demanding, manipulative or bullying behaviour.
- Use of threatening, abusive or obscene language.
- Offensive remarks of a racial, sexual or personally derogatory nature.
- Damage or theft to the property.
- Threatening or aggressive gestures and actions.
- Inappropriate behaviour involving alcohol/substance misuse.
- Repeated non-attendance for appointments.

Any person acting in an unacceptable manner can be asked by a member of staff to stop behaving in such a way and to observe the Code of Conduct.

If a person repeatedly fails to observe the Code of Conduct, Consultation Libellule may ask the patient to register elsewhere.

