

RIGHTS AND RESPONSIBILITIES

- To be greeted in a welcoming and caring manner
- To privacy and confidentiality
- To be treated with courtesy and respect by members of staff
- To see your health records
- To advise us if you are unable to keep an appointment
- To treat members of the practice team with courtesy and respect
- To advise us of any change in personal details such as name and address

VIOLENCE AND AGGRESSION

Abusive, aggressive or threatening behaviour directed towards our staff or members of the public is not acceptable and may result in removal from the practice list.