**Acceptable Patient Behaviour Policy**

The purpose of this policy is to establish clear expectations for patient behaviour to ensure a safe and respectful environment for all patients, staff, and visitors.

**Acceptable Behaviour**

Patients are expected to always behave in a respectful and courteous manner. This includes:

* Being polite and considerate to all staff members.
* Following the instructions of staff members.
* Not being disruptive or noisy. We do have reasonable adjustments in place to support patient with protected characteristics or additional needs.
* Not using profanity or making threats.
* Not engaging in any behaviour that could endanger themselves or others.
* To timely inform us of any reasons for not being able to attend an arranged appointments so they can be used for others.
* To attend appointments at the time arranged and inform us if running late for us to consider reasonable adjustments.
* Patients should not perform any covert recording of consultation without consent of the clinicians. If you need to record consultation to help your needs then please inform reception team and the doctor before starting the recording as courtesy.

**Unacceptable Behaviour**

The following behaviours are not acceptable and will not be tolerated:

* Violence, threats of violence, or intimidation.
* Harassment, including sexual harassment.
* Theft or vandalism.
* Disruptive or noisy behaviour. We have reasonable adjustments in place to support patient with protected characteristics or additional needs.
* Use of profanity or other offensive language.
* Failure to follow the instructions of staff members.

**Consequences of Unacceptable Behaviour**

Patients who engage in unacceptable behaviour may be subject to the following consequences:

* Verbal warning.
* Written warning.
* Suspension of treatment.
* Removal from practice patient registration list.

**Reporting Unacceptable Behaviour**

If you witness any unacceptable behaviour, please report it to a staff member immediately. All reports of unacceptable behaviour will be investigated thoroughly.

Thank you for your cooperation in helping to create a safe and respectful environment for all patients, staff, and visitors.