

Dr Nicholas Timlin
Dr Amit Kishore
Dr Penny Hyde
Dr Amit Chauhan
Dr Khine Thein

www.mckenziegrouppractice.co.uk



Dr Carl Parker
Dr Anil Trivedi
Dr Amith Paul
Dr Steven Donath
Dr Samantha Foreman

www.wynyardandhartfields.co.uk

Behaviour Policy

At McKenzie Group Practice we are committed to ensuring everyone is treated with respect and dignity including all patients, their families, carers and our practice team.

All patients are expected to behave in the following manner:

- To be polite and respectful towards all individuals (staff and other patients).
- To not make inappropriate or unacceptable remarks to any staff or other patients at the practice including any abusive remarks related to any individuals:
 - age
 - disability
 - gender reassignment
 - marriage or civil partnership
 - pregnancy
 - race
 - religion or belief
 - sex
 - sexual orientation
- To not undertake any form of threatening abuse or violence towards any individual (staff and other patients) at the practice.
- To use our services responsibly including:
 - To book routine appointments in accordance with the practice's policy
 - To request urgent appointments only for genuine urgent conditions
 - To engage with any remote appointments, we may offer over the telephone (or video)
 - To attend face-to-face services where it is important to be seen in person, (including when physically able to do so, rather than requesting a home visit)
 - Attend all appointments on time
 - Cancel any booked appointments that are no longer required
 - Request repeat prescriptions in good time, ensuring that all items are ordered together rather than in individual lots
 - Use our health care professionals time in an appropriate manner e.g. do not seek appointments for minor ailments that can be self-treated in the first instance.
 - To raise only genuine concerns or complaints you may have about your care or the services we provide you.
 - To respect surgery premises and property.

McKenzie House
17 Kendal Road
Hartlepool
TS25 1QU

Throston Medical Centre
82 Wiltshire Way
Hartlepool
TS26 0XT
TS26 0XT

Victoria Medical Centre
The Health Centre
Victoria Road
Hartlepool
TS26 8DF

Wynyard Road Medical Centre
Wynyard Road
Hartlepool
TS25 3DQ

Hartfields Medical Centre
Hartfields Extra Care Village
Hartlepool
Hartlepool
TS26 0US

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- To attend the surgery premises for the purpose of engaging with our services.

In return, as a patient you can expect to:

- continue to access all our services, to be provided with respect, dignity, and confidentiality
- to raise any concerns or complaints about your care or our services and that these will be investigated and responded to.

Any patients who commit any inappropriate or unacceptable behaviours towards a GP, Practice staff, other patients or the surgery premises or property risk being removed from the practice list.

Any threatening abuse or violent incidents will not be tolerated. Any such incident will be reported to the police and will mean immediate removal from the practice list and your care transferred to a special allocation scheme which manages violent and aggressive patients.

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