



KINDNESS AND RESPECT POLICY



While we are so pleased to be moving away from the constant focus of COVID and being able to provide more of our usual services, we are very disappointed to be experiencing a high volume of rudeness, aggression and disrespect from a small minority of patients contacting both of our surgeries.

We are extremely busy at the moment due to the significant and unprecedented significant demand for GP services that is currently being experienced across the country and all our staff are working as hard as they can to meet this demand.

To encourage a better standard of behaviour, we have launched a new Kindness and Respect Policy to clarify expectations for all patients, staff and visitors.

WE EXPECT ALL PATIENTS, STAFF AND VISITORS TO:

- Always communicate politely with one another, even when frustrated
- Explain things clearly
- Acknowledge each other as individuals
- Encourage one another to ask questions or clarify things that aren't clear
- Respond positively: 'How can I help?' 'Thank you for your help'
- Not undermine others by speaking or posting online negatively in private; address an issue with the person concerned or give feedback through the website
- Not use swearing, derogatory or inappropriate language
- CHALLENGE INAPPROPRIATE BEHAVIOUR

We understand that it is frustrating at times when things don't go right - from calls taking time to be answered, a process causing a time delay you had not expected, or something not going quite right, but please address the issue in an appropriate and constructive manner so that we can help resolve things as quickly as possible.

Let's work together to make things work better!

