**Expected Behaviour Policy**

Wish Park Surgery is committed to producing a high quality of care to our patients. The relationship between the patients and those working in the surgery is an important issue and is a two-way process. Therefore, in order to protect both the staff and other patients, we have a zero tolerance policy and respectfully point out that the following inappropriate behaviour will not be tolerated:-

* Rudeness
* Swearing
* Shouting
* Threatening or abusive behaviour
* Drunkenness
* Verbal/physical abuse

Such behaviour has a marked effect on staff and other patients and therefore, where such behaviour is observed, we reserve the right to withdraw from treating the patient and ensuring removal of those involved from the premises. If staff feel threatened verbally or physically, the police will be called.

A patient displaying any of the above behaviours may be removed from our list.

We do not allow smoking or drinking on the premises and ask that mobile phones are switched off.

Please note that for health reasons appropriate dress should be worn e.g. No bare chests/feet in the summer please!