**Manor Field Surgery**

**Maltby Services Centre, Braithwell Road, Maltby, Rotherham S66 8JE**

**Tel: 01709 819376**

**Website: www.manorfieldsurgery.co.uk**

**PATIENT CONTRACT**

Dear Patient,

Thank you for your interest in joining the practice. We aim to provide a high standard of service to our patients and in order for us to maximise the service we are able to give, we request patients agree to the following good conduct guide:

* **Booking of appointments -** Agree to book a routine appointment at the surgery whenever possible – urgent appointments are for genuine urgent conditions
* **Cancellation of appointments -** Agree always to cancel your appointment if you are unable to attend**. Appointments should never be made and not kept without informing the practice, giving us as much notice as possible**
* **Requests for Home Visits -** Agree only to request a home visit if you are housebound or are genuinely too ill to get to the surgery – lack of convenient transport is not a reason to request a home visit.
* **Out of Hours Service –** Agree to correct use of the out of hours service. This is for genuine emergencies only and is not an extension of the GP surgery hours
* **Changes to personal information -** Agree to inform the practice of any personal changes as soon as they occur (i.e. change of address, telephone/mobile number or name) in order that we may remain in contact with you when necessary and keep our records updated
* **Courtesy and Respect -** Agree to refrain from using abusive or offensive language, making threats of violence or aggressive behaviour and to treat all staff fairly and with respect; in person, on the phone, in writing or on social media. **The practice has a zero tolerance policy towards verbal and physical abuse (please see website for further details).**
* **Help us to help you -** Agree to do whatever possible to improve your own health and to help the clinicians help you

**‘HELP US TO HELP YOU’**

**Name: Signed:**

**Date of Birth: Date Signed:**