

Blackwood Medical Group
Acceptable Behaviour Contract

Patient's Name	
Address	
NHS Number	

Responsibility and Rights – A Patient Undertaking

Your Rights	Your Responsibilities
Avicenna Medical Centre and their staff owe to me, as a patient, a duty of care and aim to provide services to meet my needs for healthcare and treatment at all times.	I will not behave in any way, which can be considered to be violent or abusive
Avicenna Medical Centre and their staff aim to provide health services that are sympathetic to my individual needs within the resources which the ABUHB / Primary Care Independent Contractor has available.	Violence includes any incident where Avicenna Medical Centre and their staff, fellow patients and their carers are abused, threatened or assaulted in circumstances related to their work. An act of violence may involve an explicit challenge to the safety, wellbeing or health of any member of ABUHB staff, Primary Care Independent Contractor, their staff or other patients. Violent behaviour may include verbal abuse, racial or sexual harassment, threats of injury, abuse of alcohol or drugs, destruction of NHS property, as well as physical acts of violence.
I will treat Avicenna Medical Centre and their staff, fellow patients and their carers and visitors politely and with respect at all times.	Avicenna Medical Centre and their staff are expected to treat me with courtesy and respect.
I will not consume alcohol or take any form of non-prescribed medication or drugs whilst on NHS premises.	Avicenna Medical Centre and their staff want to deliver appropriate and effective healthcare and treatment to me.
Avicenna Medical Centre and their staff will only restrict or withdraw my rights to care in exceptional circumstances when I have failed to comply with any of my responsibilities in a manner which is deemed acceptable.	I accept and understand that Avicenna Medical Centre is obliged to provide a safe and secure environment for all its staff and to care for their health and safety. I accept and understand that no member of the Avicenna Medical Centre's team has to jeopardise their safety in providing me with care.

I confirm that I understand that if my behaviour has been unacceptable and if I do not comply with my responsibilities as a patient, then this can result in the withdrawal of my rights as a patient and I can lose my right to receive mainstream NHS Primary Care Services.

Signature of patient	
Print Name (Block Capitals	
Date	
Signature of Responsible Independent Primary Care Contractor	
Print Name (Block Capitals	
Date	