Anchor Meadow Health Centre

Westfield Drive

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**tel:** 01922 450900

**northgate**

PRACTICE

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Dr F E Bolliger, Dr B Sarai, Dr D Gakhal, Dr K Hayer & Dr N Kyranides



**Patient Code of Conduct for Northgate Practice – September 2024**

The Group discussed at length, ways of introducing a ‘Code of Conduct’. It was finally voted by the majority that a ‘Code of Conduct’ was not needed given that Zero Tolerance, Cancelling Appointments ect is mentioned in the practice leaflet. No ‘re-inventing the wheel’ so to speak.’

It was felt that new patients should all be given a practice leaflet with the salient points e.g. Zero tolerance, ways of cancelling appointments and the policy for assisting in the management of missed appointments as recommended by the patient group.

**New Patient Code of Conduct**

1. Practice Leaflet to be given to all new registered patients.
2. Zero Tolerance- Practice policy in place, referred to in the practice leaflet and a zero tolerance poster displayed in the waiting area.
3. Missed Appointments- Missed appointment policy in place.