



ELLON GROUP PRACTICE

The Health Centre
Schoolhill
Ellon
AB41 9JH
Tel: 0345 337 1150
www.ellonmedicalgroup.co.uk

ZERO TOLERANCE POLICY

The Ellon Group Practice operates a ZERO Tolerance Policy regarding intimidation/aggressive/threatening behaviour (this includes rudeness) towards ANY of the Health Centre Staff. Whether face to face, over the telephone or on social media sites.

Violation of this Zero Tolerance Policy may result in removal from Practice List.

APPOINTMENTS NON ATTENDANCE

We have a Practice Policy for dealing with persistent non-attendees of pre-booked appointments. We will write to any patient who does not attend appointments on multiple occasions within a 12 month period and the ultimate result may be de-registration from the Practice.

Drug / Substance Misuse

We fully appreciate that some patients registering with the Ellon Group Practice may have a drug/substance misuse problem. As a Practice we will deal with associated medical problems, which may arise, in the usual way.

At present we have designated Health Care Professionals who will, by appointment, see these patients and manage their problem with the aim of reducing their drug/substance dependency. He/she will organise any medication e.g. methadone, as part of such a programme.

The doctors in the practice will under NO circumstances prescribe reduction programme medication such as methadone to these patients.

If a patient wishes to register with this Practice and is taking other 'medication' which is recognised as potentially addictive, (dihydrocodeine, diazepam, temazepam etc) and it is not being taken for a specific medical condition, the doctors of the Practice retain the right NOT to prescribe this – without being intimidated in any way.

If proof of previous supply of these medicines, from another doctor is provided at the outset then this medication MAY be continued but it will be in a reducing dose. The quantity given, the dose and frequency, again, will be at the discretion of the doctor alone.

Under NO Circumstances will these scripts be re-issued if lost/stolen/mislaid.

Anyone with a drug/substance misuse problem wishing to register with the Practice does so on the full understanding that they will be removed from our registered patient list if they do not comply with the above.

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### ELLON GROUP PRACTICE PATIENT AGREEMENT

- I have read and accept the above statements regarding Zero Tolerance
- I have read and accept the above guidelines regarding non-attendance of pre-booked appointments
- I have read and accept the above guidelines regarding the provision of treatment for patients with drug/substance misuse problems.

Patient Name: \_\_\_\_\_

Date of Birth: \_\_\_\_\_

Patient Signature: \_\_\_\_\_

Date: \_\_\_\_\_