

Ashcroft Surgery, Newlands Way, Eccleshill, Bradford BD10 OJE; Tel: 01274 612 279 Fax: 01274 618 593

*Drs. R Mehay, A Khan, S Krishnan, P Sandhu, E Hamblin, J Dhillon & J Yardley.*

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(insert address of patient)

Dear Mr

**Re: Unacceptable Behaviour**

It has been highlighted to me that one of our staff members found your behaviour unacceptable during a recent encounter. <add more detail>>.

We do understand patients can get frustrated, we don’t always get it right, but we would expect patients to be understanding and be a little forgiving in such cases. What we cannot accept is abuse – be it verbal or via behaviour or mannerisms.

You will probably find that people in organisations such as ours, will go that extra bit to try and help if people are polite. We cannot always offer what is being expected, but we do try our best and offer alternatives. We hope you will take this advice on board. Any further difficulties would leave the practice with no alternative but to remove you from our list, which we do not want to do, but may have to in line with the NHS zero tolerance policy.

I hope you and the practice can start to focus on your requirements in a calmer manner.

Thank you,

Chris Rushton (Mr)

Manager