



Fair Usage Policy – Working Together for Your Care

At Chilcote Surgery, we are committed to providing safe, fair, and accessible healthcare for all our patients. This policy explains how we can work together to make the best use of our services and ensure that everyone receives the care they need.

Respect and Partnership

We ask all patients to treat our staff and other patients with courtesy and respect at all times. In return, we will always treat you with dignity and professionalism. We follow the NHS Zero Tolerance Policy, which means that any abusive, aggressive, or threatening behaviour towards staff or other patients will not be tolerated and may result in warnings or removal from the practice list.

Requesting Appointments

Appointments can be booked online, by telephone, or in person at the practice. Please choose the most appropriate appointment type for your needs—routine, urgent, or emergency—and provide accurate information when booking. This helps us allocate time effectively and ensures you receive the right care. We are unable to accept appointment requests by email or written letter. These methods are not secure, may delay your care, and do not allow us to triage your needs appropriately. Our email inbox is not regularly monitored, and letters can be lost in the post. Using the correct booking channels ensures your request is handled safely and efficiently.

Home Visits

Home visits are reserved for patients who are medically unable to attend the surgery. All requests for home visits must be logged with the practice by midday using the usual process for requesting appointments.

Attending Appointments

Please attend your appointments on time, whether they are face-to-face, telephone, or online. If you are going to be late, telephone the practice to let us know. If you arrive late, it will be at the clinician's discretion whether they can still see you or whether your appointment needs to be rebooked for another day. All appointments have a designated time frame to ensure you receive proper care, so punctuality is important and may impact the care you are given.

Repeated 'Did Not Attend' (DNA) instances may result in you being sent a letter to advise and warn that continued non-attendance could lead to de-registration from the practice.

Prescriptions

Please request repeat prescriptions in good time and follow your GP's advice on medication safety. Certain repeat prescriptions will only be processed if you are up to date with your health checks. Do not share prescribed medication with others. We aim to respond to all prescription requests within 72 hours.

Test Results and Queries

Most test results should be visible through the NHS App. If you are unable to access the app, please complete a routine triage to speak to a member of the results team. This can be done by using the online form, telephoning our reception team, or visiting the practice in person. If you would like to speak to a GP about your test results, please complete a triage form to discuss. Please allow the stated time for results to be processed and use appropriate channels for non-urgent queries. Immediate responses cannot be guaranteed outside agreed timeframes.

Facilities

Please use our waiting areas responsibly and courteously and respect the privacy of other patients.

Misuse of Services

Examples of misuse include excessive or inappropriate demands on services, using emergency appointments for non-urgent issues, or attempting to access services under false details. Such behaviour may result in removal from the practice list in severe cases.

Accessing NHS Services from Abroad

Patients cannot access NHS services while outside the UK. This includes requesting appointments, prescriptions, or clinical advice. NHS systems are designed to operate within the UK for reasons of clinical safety, data protection, and legal compliance. If you are abroad and require medical assistance, you should seek care from local healthcare providers or use travel insurance services. Requests made from outside the UK cannot be processed by the practice.

Feedback and Complaints

We welcome feedback to help us improve our services. If you have a complaint, please follow our Practice Complaints Procedure.

Updates

This policy may change over time. Please check our website for the latest version.