Annex 4

Template warning letter

Note: for use where there has been an incident of inappropriate patient behaviour to formally document and evidence either specific reasonable grounds for removal including irrevocable breakdown in the practice/patient relationship should a further incident occur in the next 12 months.

Dear **[patient name]**

I have been informed about an incident at **[describe where took place, eg reception, remote/face-to-face appointment]** on **[date]**, in which you **[describe incident/behaviour/staff involved/witnesses]**.

In accordance with our practice policy, such behaviour is not acceptable and you are now therefore formally warned that if there is any repeat of this or similar behaviour at any time in the next 12 months the practice, in line with our contract with the NHS, will give you 8 days notice before removing you from the practice list of patients and you will need to find and register with another practice.

**[Include/delete following paragraph where appropriate]:**We are committed to ensuring everyone is treated with respect and dignity and this includes our practice team as well as all patients, their families and carers. Attached with this letter is a guide to set out the type of conduct that is expected of all patients. We invite you to sign this as a commitment to our ongoing relationship with you.

If you do not agree with the description of this incident or if you believe there were extenuating circumstances, you have the right to appeal against the issuing of this notice and you should do so by writing to me.

If I do not receive a response from you within [x] days I will assume you do not wish to appeal or dispute the details of the incident.

Yours sincerely,

Practice Manager