



Pembroke Medical Group Fair Use Policy

At Pembroke Medical Group we are committed to providing high-quality care to all our patients. To ensure that our resources are used responsibly and fairly, we have established this Fair Use Policy.

1. Purpose

This policy aims to:

- Ensure equitable access to appointments, treatments, and services.
- Prevent misuse or overuse of practice resources.
- Maintain a safe and respectful environment for patients and staff.

2. Appointments and Access to Services

- Patients are expected to book appointments responsibly, allowing others fair access.
- Routine appointments should be scheduled in advance whenever possible.
- Urgent or emergency requests will be prioritised according to medical need.
- Repeated cancellations or no-shows may result in restricted access to non-urgent appointments.

3. Use of Communication Channels

- Telephone, email, and online messaging systems are provided for appropriate medical communication.
- Non-urgent requests should be submitted through designated channels and may take up to 5 business days for a response.
- Excessive use of messaging or calling may be considered unreasonable and may be limited.

4. Prescription Requests

- Repeat prescriptions should be requested responsibly and in accordance with medical guidance.
- Requests made too frequently, without appropriate review, may be delayed or declined.

5. Conduct

- Patients are expected to treat staff and other patients with respect.
- Aggressive, abusive, or threatening behaviour is not tolerated and may result in removal from the practice list.

6. Exceptions

- Any limits set under this policy will always consider medical urgency and individual patient circumstances.

7. Review

This policy will be reviewed annually or sooner if NHS guidance, or practice needs change.

By using our services, you agree to follow this Fair Use Policy. Thank you for helping us provide fair, safe, and high-quality care for all patients.

