

RUDE AND ABUSIVE PATIENTS WILL BE REMOVED FROM OUR LIST IMMEDIATELY

- Our staff are working very hard to serve our patients
- Most of our patients are decent and respectable
- However, there is a handful of patients that are regularly being very rude, aggressive, abusive and intimidating towards my staff and sometimes driving my staff to break down in tears.
- Not only my staff, even myself and the other GP are being subject to intimidation by some patients recently.
- Treating me and my staff like their personal servants is not acceptable.
- Threats, demands and abuses towards our staff is increasing on a daily basis.
- We are working in a caring profession and living in a respectable society; hence, we must learn to give respect to get respect. Respect is earned.
- I am aware of patients' rights and patients' charter and similarly our staff has Employee rights and Employee Charter.
- If any patient is not happy with our services, we are open for suggestions, patient is welcome to bring their grievance to my attention.

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Senior GP

