**Drury Surgery** [**www.drurysurgery.co.nz**](http://www.drurysurgery.co.nz) **is committed to working in partnership with you to achieve the best possible outcome.**

**Our expectations.**

**Patients will:**

* Be involved in your treatment and care whenever this is possible
* Provide information that could assist with your care and treatment
* Inform us if your rights are not being met
* Respect the privacy of others and keep in confidence any information gained about them
* Be sensitive to the needs of others
* Supervise your children while inside and outside our building
* Talk in moderate tones to avoid disturbing others.
* To avoid disturbing others please ensure you go outside to take any mobile calls and please ensure your phone is off when you are seeing the doctor or nurse.
* Respect the staff and property of Drury Surgery Ltd
* Honour our smoke-free policy.
* Honour our zero tolerance for violence. We will not tolerate.
  + Verbal abuse or bad language
  + Physical assault
  + Threatening behaviour
  + Bad language
  + Police will be called.
* No food or drink is permitted in the waiting room
* Honour our terms of trade and pay for all services on the date of service.