

## **Zero Tolerance Policy**

*As an employer, the practice has a duty to care for the health and safety of its staff. The practice also has a legal responsibility to provide a safe and secure working environment for staff. All patients are expected to behave in an acceptable manner and violent or abusive behaviour towards staff or patients may result in removal from our practice list or even criminal proceedings. The practice follows the NHS guidance concerning Zero Tolerance.*

The Practice has a policy of “zero tolerance” of verbal and physical violence, abuse and aggressive behaviour towards GP’s, staff or other patients.

The practice will request the removal of any patient from the practice list who is aggressive or abusive towards a doctor, member of staff, other patient, or who damages property.

All instances of actual physical abuse on any doctor or member of staff, by a patient or their relatives will be reported to the police as an assault.

We expect all patients to be responsible and avoid attending the surgery under the influence of alcohol or illegal drugs. Any alteration of prescriptions is illegal and will not be tolerated.

If you are seriously unhappy with the quality of service you have the right to register with another practice without notifying us. Similarly, on the very rare occasions when a patient repeatedly ignores their responsibilities to the Practice, we have the right to remove the patient from our Practice list.

### **Examples of Unacceptable Standards of Behaviour**

- Violence.
- Excessive noise e.g. recurrent loud or intrusive conversation or shouting.
- Threatening or abusive language involving swearing or offence remarks.
- Threats or threatening behaviour.
- Intimidating behaviour or language
- Derogatory racial or sexual remarks.
- Malicious allegations relating to members of staff, other patients or visitors.
- Offensive sexual gestures or behaviours.
- Abusing alcohol or drugs on practice premises.
- Drug dealing on practice premises.
- Wilful damage to practice property.

- Theft

## **ZERO TOLERANCE**

Our Staff have the right to be treated with dignity and respect at all times. They should be able to do their jobs without being **PHYSICALLY or VERBALLY ABUSED or intimidated**. Most people respect this.

Anyone found abusing the staff in person or on the telephone will be asked to leave the practice. This behaviour will **NOT** be tolerated.

### **Removal from the List**

In exceptional circumstances, a breakdown may occur between a doctor and his patient. If the breakdown is of a serious nature e.g. serious physical or verbal abuse to any member of the practice team, the doctors may feel that the doctor/patient relationship has been compromised. Steps may be taken to have the patient removed from the doctor's list. Where possible, conciliation would always be the preferred route. Reasons for removal will be given in writing.