**Aggressive // Abusive // Violent behaviour**

The Practice supports the government's 'Zero Tolerance' campaign for Health Service Staff. This states that GPs and their staff have a right to care for others without fear of being attacked or abused.

* Our practice staff are here to help you.
* Our aim is to be as polite and helpful as possible to all patients.
* If you consider that you have been treated unfairly or inappropriately, please ask the reception staff to contact the practice manager, who will be happy to address your concerns.
* However, shouting and swearing at practice staff will not be tolerated under any circumstances and patients who are abusive may be removed from the Practice List.
* Please help us to help you.

Aggressive behaviour, be it abusive or violent, will not be tolerated and may result in you being removed from the Practice list and, in extreme cases, the Police being contacted.  
In order for the practice to maintain good relations with their patients the practice would like to ask all its patients to read and take note of the occasional **types of behaviour that would be found unacceptable:**

* Violence.
* Excessive noise eg recurrent loud or intrusive conversation or shouting.
* Threatening or abusive language involving swearing or offence remarks.
* 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.
* Threats or threatening behaviour.
* 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**
* Most people respect this.

**Removal from the practice list**

The removal of patients from our list is an exceptional and rare event and is a last resort in an impaired patient-practice relationship. When trust has irretrievably broken down, it is in the patient’s interest, just as much as that of the practice, that they should find a new practice. An exception to this is on immediate removal on the grounds of violence e.g. when the Police are involved.

Where possible, conciliation would always be the preferred route.

Reasons for removal will be given in writing.

**Removing other members of the household**

In rare cases, however, because of the possible need to visit patients at home it may be necessary to terminate responsibility for other members of the family or the entire household. The prospect of visiting patients where a relative who is no longer a patient of the practice by virtue of their unacceptable behaviour resides, or being regularly confronted by the removed patient, may make it too difficult for the practice to continue to look after the whole family. This is particularly likely where the patient has been removed because of violence or threatening behaviour and keeping the other family members could put doctors or their staff at risk.