

## The Drive Surgery

The Drive Surgery  
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### Zero Tolerance Statement

As a healthcare organisation we are very aware that visiting can, at times, be stressful and concerning for patients. Delays in obtaining appointments and delays sometimes due to unforeseen emergency appointments, can also add to these concerns.

We always strive to meet patient expectation and deliver the highest standards of healthcare. For the vast majority of our patients, we achieve this despite the finite resources and steadily increasing demand for services that exists today within the NHS.

Our staff come to work to care for others, and it is important for all members of the public and our staff to be treated with respect.

In line with the rest of the NHS and to ensure this is fully observed we have instigated a Dignity at Work and Zero Tolerance policy, whereby aggressive or violent behaviour towards our staff will not be tolerated under any circumstances.

Anyone who verbally abuses a member of practice staff will be sent a letter from the Practice Manager confirming that this behaviour will not be tolerated. Any future violation of this policy may result in removal from the Practice patient list. The Police will be called in all cases of violence.

We are sure you will understand that appropriate behaviour is absolutely necessary for our staff and patients and that non observance will not be accepted.

Yours sincerely

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