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 its staff.  Therefore, the practice is committed to do everything possible to protect staff, patients and visitors from unacceptable behaviour, and has 'zero tolerance' of any incident that causes hurt, alarm, damage or distress.

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 our Practice Manager who will be happy to address your concerns.  However, shouting or swearing at practice staff will not be tolerated under any circumstances, and patients who are abusive may be removed from the practice list.

Examples of unacceptable standards of behaviour:

* Physical violence or aggression
* Verbal abuse or aggression
* Racial abuse or sexual harassment
* Offensive or threatening behaviour
* Causing damage to or stealing from the practice premises
* Abusing alcohol or drugs on the practice premises
* Obtaining drugs or medical services fraudulently

Furthermore, the practice will not hesitate to take legal action whenever it is appropriate to do so.  The whole NHS, including GP surgeries and especially locally, is working under unprecedented levels of patient demand and expectation, and we appreciate that this can lead to increased levels of patient distress.  However, we hope that patients will agree that our staff are our most valuable asset, and that verbal abuse or aggression is unacceptable.

Thank you very much in anticipation of your understanding.