

Zero Tolerance Policy

Introduction

Montpelier Health Centre understands that people can become angry when they feel that matters may not be being dealt with as they wish.

If that anger escalates into aggression or excessive rudeness towards our staff or patients, we consider that unacceptable.

We adopt a zero tolerance approach to anti-social, abusive, aggressive or violent behaviour.

Policy:

If a patient is deemed to be behaving in a manner stated below the following action will take place.

1. Using Language/behaviour that would cause staff or patients to feel afraid, upset or abused - A letter will be sent to the patient explaining that we do not accept this behaviour. If this behaviour is repeated and requires further letters, the patient will be removed from the practice list.
2. Using remarks of a racial or discriminatory nature – Once reported to management, depending on the severity of the remark, one of the below will occur –
 - A Letter will be sent to the patient explaining that we do not accept this behaviour, if it continues they may be removed from the practice list
 - The Patient will be removed with immediate effect from the practice list
3. Using Threatening Behaviour – Threats can be displayed in a physical or verbal manner. If a physical or verbal threat is made against a member of staff or fellow patient this will result in immediate removal from the practice list.
4. Using Violence – Following NHS Guidelines if a patient is deemed to be violent, they will be removed from the practice list with immediate effect and will be required to register with the local 'Tackling Violence' GP team.

Please sign to confirm you accept these terms

Name:..... DOB :.....

Date:..... Signature:.....