

SWAN MEDICAL CENTRE

ZERO TOLERANCE POLICY

The Swan Medical Centre is committed to the zero tolerance campaign and has adopted the following statement.

The surgery does not accept that members of staff should be subjected to verbal abuse or physical violence of any nature. Any assault on a member of staff will be treated extremely seriously and may result in criminal charges and the patient being removed from the practice register under zero tolerance.

Any form of violence against our staff from any person will not be tolerated. Violence against a person is a crime and we will press for the maximum possible penalty for anyone who commits an assault against staff members.

The surgery aims to prevent verbal or physical abuse occurring. It recognises that this may not always be possible but strives to achieve the lowest level possible through exerting suitable controls, including training staff in the appropriate use of risk assessment.

Thank you.