

# ZERO TOLERANCE POLICY

NHS staff must be able to come to work without fear of violence, abuse or harassment from patients and their relatives. The NHS has a zero tolerance attitude towards violence.

Violent, threatening or abusive behaviour including shouting and swearing will not be tolerated at this practice.

Rude and abusive text messages are also treated abusive behaviour.

Patients who act in such a manner will be asked to leave the premises; the Police may be called and you could be removed from our patient list.

**OUR STAFF ARE HERE TO HELP YOU, PLEASE TREAT THEM WITH RESPECT.**