

NORTH BERWICK GROUP PRACTICE

This surgery operates a Zero Tolerance approach towards violence and abuse of staff and property.

The following are examples of behaviour which are not acceptable:

- Verbal abuse / aggression or discourteous behaviour towards staff, patients and visitors,
- Violence towards staff, patients and visitors
- Threats or threatening behaviour
- Excessive noise, for example, loud or intrusive conversation or shouting
- Racist or sexist behaviour or language
- Malicious allegations relating to members of staff, patients or visitors
- Abuse of alcohol or drugs on the premises
- Drug dealing
- Wilful damage to surgery property
- Theft

By registering at this Practice, you agree to behave appropriately and understanding that by performing any of the above, you will be removed from the Practice List and details of the incident will be passed on to the Lothian Primary Care Trust.

We expect our staff to be dealt with politely and with respect at all times.

Signed

Print Name

Date.....