



DULAIS VALLEY PRIMARY CARE CENTRE

ZERO TOLERANCE POLICY

This practice operates a zero tolerance policy to all and any abuse towards its staff, doctors or other patients. This could be physical, verbal or online abuse.

GPs and staff have a right to care for others without fear of being attacked, abused or treated badly in any way. To successfully provide our services, a mutual respect between staff and patients has to be in place. All of our staff aim to be polite, helpful and sensitive to all patients individual needs and circumstances. We would respectfully remind patients that very often staff could be confronted with a multitude of varying and sometimes difficulty tasks and situations, all at the same time.

However, aggressive behaviour, be it physical, verbal or online will not be tolerated and may result in you being removed from the practice list as a patient and in extreme cases, the police being contacted.

In order for the practice to maintain good relations with our patients we would like to ask all of our patients to read and take note of the occasional types of behaviour that we find unacceptable:

- **Using bad language, swearing or shouting a practice staff**
- **Any physical violence towards any member of our team or other patients**
- **Verbal abuse towards the staff in any form**
- **Racial abuse, discrimination or sexual harassment will not be tolerated in any circumstance**
- **Persistent or unrealistic demands that cause stress to staff will not be accepted. Requests will be met wherever possible and explanations provided when they are unable to be met**
- **Being perceived to bully or intimidate a member of staff**
- **Causing damage to or stealing from the practice's premises, staff or patients**
- **Obtaining medication or medical services fraudulently**

Failure to abide by this policy may result in you being removed from the Practice list.