

We treat all our patients with courtesy and respect and ask the same in return.

The practice takes it very seriously if a doctor, nurse or any member of staff is treated in an aggressive, abusive or violent manner.

Violence against our staff is a crime and individuals behaving violently or aggressively towards staff will be removed from our practice list immediately and in extreme cases will be reported to the police.

Any form of abuse against staff working in the NHS is unacceptable and we support the government's 'Zero Tolerance' campaign for Health Service Staff.

Our Zero Tolerance Policy acknowledges that aggressive, violent or threatening behaviour does not go with the job and will not be tolerated. We have the right, to carry out our duties without the fear of being attacked or abused. We do understand that ill patients do not always act in a reasonable manner and will take this into consideration on a case by case basis. Patient's may receive a warning in the first instance, depending on their act, however there will be occasions when a warning is not appropriate and instant removal will occur.

Removal of patients from our practice list is a rare event and is usually a last resort as the patient/practice relationship has irretrievably broken down. Once this occurs it is often as much in the patient's best interest as it is ours, if the patient finds a new practice.

The practice also reserves the right to remove any patient with whom there is a breakdown in the patient/doctor relationship following any form of abuse or aggression, both verbal and physical. Reasons for this breakdown will be provided in a letter to the patient.

We reserve the right to record or terminate any caller behaving in an abusive or threatening manner.

Forms of unacceptable behaviour (not an exhaustive list)

- Verbal Aggression/Abuse; Using offensive language or swearing at staff
- Physical violence towards any member of staff/doctors/nurses and other patients, including pushing and shoving
- Causing or trying to cause damage to any part of the surgery premises, including kicking and violently banging doors
- Throwing prescriptions at reception staff in anger
- Verbal abuse, including personal insults, Racial abuse and Sexual harassment
- Persistent or unrealistic demands that can cause stress to staff, intimidation
- Theft from the practice, including belongings of staff and patients
- Obtaining medication or medical services fraudulently
- Non-adherence to our practice policies, in particular, our policies in place for patient safety.

Removing of household members

On some occasions, due to the possible need for a home visit or accompaniment to the surgery it may be necessary to remove the household contacts, especially in cases where violence or threatening behaviour were the cause of the removal.

If you would like more information about the NHS Zero Tolerance Policy, please go to the NHS website at www.nhs.uk/zerotolerance