



## Minchinhampton Surgery

# Zero Tolerance Policy

We treat our patients with courtesy and respect and ask the same in return. We ask that you treat your GP and all other Practice Staff courteously, without violence, abuse or harassment. GPs and their staff have the right to care for others without fear of being attacked or abused.

**Any verbal or physical behaviours which causes staff to feel uncomfortable, embarrassed, or threatened, is totally unacceptable.**

The NHS nationally has agreed a “Zero Tolerance Policy”. If any patient is abusive or violent towards any member of staff or any other persons on the practice premises, the practice retains the right to have the patient removed from our list.

**The Zero Tolerance policy includes** aggression or threats made in person, over the telephone or in written communication.

The Practice considers threatening behaviours to be:

- Attempted or actual, aggressive threatening physical actions made towards any member of staff.
- The use of aggressive, threatening, or abusive language, (including raising of the voice, swearing and cursing, shouting) which threatens or intimidates staff.

Such behaviour is totally unacceptable and will not be tolerated. We have a duty of care to our staff as well as our patients. Everyone has a right to come to work without fear of violence or abuse.

The policy applies throughout Minchinhampton Surgery premises, including any car park and grounds. It also applies to any employee or partner away from the practice but only in so far as it relates to the business of the practice. Our policy is displayed in the waiting room and on our website.

Instances of abusive/threatening behaviour will be reported to the Practice Manager and recorded in an incident logbook. A letter will be sent to every patient that abuses staff advising them that if there is any recurrence they risk being removed from our list. The patient may contact the Practice Manager to discuss the warning letter if they wish to do so.

When the incident logbook shows a second recorded offence, the patient will be sent a final warning letter informing them of their breach of the Zero Tolerance Policy and that they may be removed from the Practice list. When a patient is removed from the Practice list, Gloucestershire CCG will be notified so they can inform the patient that they must register elsewhere.

Any instance or threat of physical abuse will be reported to the police so that the offender can be removed from the premises by the police.

If you have any concerns or wish to make a complaint about any aspect of our service, then there are formal channels for doing this. Our reception staff can advise on how to go about this.