

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

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

This policy applies throughout both 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.

Any instance or threat of physical abuse will be reported to the police. The offender will be removed from the premises by the police. The patient will then be removed from the practice list and the PCSS will be notified so they can inform the patient that they must register elsewhere.

Instances of abusive/threatening behaviour will be reported to the Practice Manager and recorded into an incident log book. The patient may contact the Practice Manager to discuss this Warning Letter if they wish to do so. When the Incident Log Book 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 they may be removed from the Practice list.