

The Chineham Medical Practice

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Zero Tolerance Policy

Introduction

The purpose of this policy is to address instances of unacceptable behaviour which may cause harm or the fear of harm to any person whether patient, visitor or any other person working within the practice.

As an employer, the practice has a duty to care and legal responsibility to provide a safe and secure working environment for staff.

All patients are expected to behave in an acceptable manner and violent or abusive behaviour towards staff or patients may result in removal from our practice list or even criminal proceedings. The practice follows the NHS guidance concerning Zero Tolerance.

Examples of unacceptable standards of behaviour

- Violence
- Excessive noise e.g. recurrent loud or intrusive conversation or shouting
- Threatening or abusive language involving swearing or offence remarks
- Derogatory racial or sexual remarks
- Malicious allegations relating to members of staff, other patients or visitors
- Offensive sexual gestures or behaviour
- Abusing alcohol or drugs on practice premises
- Drug dealing on practice premises
- Wilful damage to practice property
- Threats or threatening behaviour
- Theft

This policy applies throughout the premises, including any car park and grounds.

Action

The practice will issue a warning letter if a patient is physically or verbally abusive towards a doctor, member of staff, other patient, or who damages property. If the behaviour is repeated we will request the patient is removed from the practice list. Reasons for removal will be given in writing.

All instances of actual physical abuse on any doctor or member of staff, by a patient or their relatives will be reported to the police as an assault.

We expect all patients to be responsible and avoid attending the surgery under the influence of alcohol or illegal drugs. Any alteration of prescriptions is illegal and will not be tolerated.

If you are unhappy with the quality of service you have the right to register with another practice without notifying us.