



Zero Tolerance Statement

As a healthcare organisation we are very aware that visiting can, at times, be stressful and concerning for patients.

We always strive to meet patient expectation and deliver the highest standards of healthcare. For the vast majority of our patients we achieve this, despite the finite resources and steadily increasing demand for services that exists today within the NHS.

Our staff come to work to care for others, and it is important for all members of the public and our staff to be treated with respect.

In line with the rest of the NHS, and to ensure this is fully observed we have instigated a Dignity at Work and Zero Tolerance policy, whereby aggressive, abusive or violent behaviour towards our staff will not be tolerated under any circumstances.

Shouting at practice staff is a form of abuse and is an aggressive behaviour.

Anyone who verbally abuses or is aggressive to a member of our practice staff will be sent a warning letter confirming that this behaviour will not be tolerated.

Any future violation of this policy may result in removal from the Practice patient list. The Police will be called in all cases of violence.

If the level of abuse is severe in the first instance, the patient may be removed from the list without a warning letter.

We are sure you will understand that appropriate behaviour is absolutely necessary for our staff and patients and that non observance will not be accepted.

Thank you,
Practice Management:

Dr Tant - GP Partner
Mr I Atkinson - Practice Manager
Mrs A Denman - Deputy Practice Manager
Mrs Donna Anderson - Dispensary Manager
Mrs R Harness - Recalls Manager
Mrs A Duncan - Nurse Team Lead