

HAWTHORN MEDICAL PRACTICE

ZERO TOLERANCE PRACTICE POLICY

(PATIENT INFORMATION)

We all have bad days and when we feel ill, we may feel 'down' and a little more irritable than normal and all our staff are here to help you. Reception staff are following Practice procedures that help us to function efficiently. Staff have the right to work in a safe and secure environment and we, as employers, have the legal responsibility to provide that safe and secure environment.

Our Practice staff aim to be polite, helpful, and sensitive to all patients' individual needs and circumstances. Very often staff could be confronted with a multitude of varying and sometimes difficult tasks and situations, all at the same time. The staff understand that ill patients do not always act in a reasonable manner and will take this into consideration when trying to deal with a misunderstanding or complaint. However, aggressive behaviour, be it violent or abusive, will not be tolerated and may result in you being removed from the Practice list and, in extreme cases, the Police being contacted.

In order for the practice to maintain good relations with their patients the practice would like to ask all its patients to read and take note of the occasional types of behaviour that would be found unacceptable:

- Verbal abuse to staff which prevents them from doing their job or makes them feel unsafe.
- Using bad language or swearing at Practice staff
- Any physical violence towards any member of the Practice Team or other patients, such as pushing or shoving
- Racial abuse and sexual harassment will not be tolerated within this Practice
- Persistent or unrealistic demands that cause stress to staff will not be accepted. Requests will be met wherever possible and explanations given when they cannot
- Causing damage/stealing from the Practice's premises, staff or patients
- Obtaining drugs and/or medical services fraudulently
- We ask you to treat your GPs and their staff courteously at all times.

The GPs have the right to remove from their list with immediate effect any patient who behaves in the above manner.

The Legal Position

As a responsible employer, the Practice has a duty as a provider of NHS healthcare to protect the health, safety and welfare of staff under the Health & Safety at Work Act. This includes protecting our staff from violence and taking steps to mitigate this under the Management of Health and Safety at Work Regulations 1999. Our Zero Tolerance Policy forms part of our procedures.