

Reviewed May 2022

## **Greenfield Medical Centre**

### **Zero Tolerance Policy**

As an employer, the practice has a duty of care for the health, safety and wellbeing of its staff. The practice also has a legal responsibility to provide a safe and secure working environment for staff. Staff mental health is as important as their physical health. All patients and staff are expected to behave in an acceptable, respectful manner.

The practice follows the NHS guidance concerning Zero Tolerance. Any incident in which an employee is abused, threatened or assaulted in circumstances relating to their work is unacceptable and not tolerated. This includes the serious or persistent use of verbal abuse, aggressive tone and/or language and swearing/foul language. Staff should not be left upset and distressed following an interaction with a patient, visitor or staff member. All instances of actual physical abuse or threatening behaviour on any member of staff, by a patient or their relatives will be reported to the police as an assault.

The following are example of when you may be issued with a first and final warning or removed from our patient list dependent on the severity of the incident.

- Violence, threats or threatening behaviour.
- Threatening or abusive language involving swearing or offensive remarks.
- Racial, sexual, homophobic or transphobic remarks.
- Aggressive, forceful tone and/or language that upsets staff.
- Malicious allegations relating to members of staff, other patients or visitors.
- Offensive gestures or behaviours.
- Abusing alcohol or drugs on practice premises.
- Wilful damage to practice property or theft
- Persistent and/or unrealistic demands on the service
- Repeated derogatory comments about the practice or individuals either verbally, in writing/digitally or on social media platforms
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This list is not exhaustive and there may be other occasions where we have cause to issue a warning or remove you from our patient list. If you are unhappy with the practice we have a complaints procedure to assist you or you have the choice to register with another practice – there really is no need for unpleasant behaviour with these options available to support you.

Usually patients displaying such behaviour will be warned once and will have an alert placed on their record. If the behaviour continues or is repeated that patient will be removed from the practice list with immediate effect. In some instances the patient will be removed from the practice without any further discussion with a notice period of 28 days, or removed immediately without a warning.

Failure to leave the premises after being requested to do so will result in the police being called. In the event of any police intervention with a registered patient, the said patient will be removed with immediate effect.

Reviewed & Amended November 2023,

We trust this policy is clear and supports a mutually respectful environment for patients and staff.

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