

# Market Street Medical Practice

## Zero Tolerance Policy

Physical violence and verbal abuse are a growing concern in health care. The practice supports the government's 'Zero Tolerance' campaign for Health Service Staff. This states that GPs and their staff have a right to care for others without fear of being attacked or abused. The practice takes it very seriously if a member of staff or one of the doctors or nursing team is treated in an abusive or violent way.

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, face to face or on the telephone, will not be tolerated and may result in you being removed from the practice list and, in extreme cases, the Police being contacted.

Practice procedures following any incident of violent or aggressive behaviour will be to:

- Review the incident with the Practice partners in order to determine its severity
- Determine whether: the patient should be removed from the Practice list; a written warning should be given; no further action should be taken as the matter has been sufficiently dealt with by advice already given
- The details of the incident, other than no further action, will be entered into the patient's permanent record

This policy applies throughout the premises of Market Street Medical Practice, its car parking area and grounds. It also applies to any employee or partner away from the surgery on Practice business.

**In summary, we will not hesitate to remove patients from our list who:**

- are violent or abusive to any practice member
- use or condone threatening or violent behaviour
- cause damage/steal from the practice's premises /staff/patients
- obtain drugs and/or medical services fraudulently

**We ask that all our practice staff are treated courteously at all times.**

Title	Version	Author	Valid from	Reviewed	Next review	Out of use
Zero Tolerance Policy	1	MS	Mar 16	Sept 20	Sept 21	