

LONG FURLONG MEDICAL ZERO TOLERANCE

Introduction

All members of the Practice Team come to work to care for others, and it is important that our patients, members of the public and the primary health care team are treated with respect.

The Practice supports the government's 'Zero Tolerance' campaign for Health Service Staff which states that GPs and their staff have a right to care for others without fear of being attacked or abused.

Anyone verbally abusive, threatening or disruptive will be informed at the time of the incident that this behaviour will not be tolerated. We will also write to the patient who will be advised that any future violation of this zero tolerance policy may result in the police being contacted and removal from the Practice register.

We do understand that patients who are unwell 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 the patient 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 types of behaviour that are considered to be unacceptable:

- Using bad language or swearing at practice staff
- Any physical violence towards any member of the Primary Health Care Team or other patients, such as pushing or shoving
- Verbal abuse towards the staff in any form including verbally insulting the staff
- 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.

All instances of actual physical abuse on Practice members or patients will be reported to the police as an assault.

The Practice feels sure you will understand that proper behaviour is absolutely necessary for our staff and patients and that non observance will not be accepted. We therefore ask you to treat your GPs, their staff and other patients courteously at all times.

Diana Donald

Practice Manager, on behalf of Dr Allan & Partners

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