



THE HAVEN PRACTICE

Zero Tolerance Policy for Patients

Our staff come to work to care for others, and it is important for all Patients and our staff to be treated with courtesy and respect without fear of being attacked or abused.

In line with the rest of the NHS and to ensure this is fully observed, we have a **Zero Tolerance Policy**. This means that aggressive or violent behaviour towards our staff or any member of the public within our Practice premises will not be tolerated under any circumstances.

Any behaviour verbal or physical which causes us to feel uncomfortable, embarrassed or threatened is totally unacceptable. This can either be in person in written communication or over the telephone. The Practice considers threatening behaviour to be:

- ❖ Attempted or actual, aggressive threatening physical actions made towards any member of staff.
- ❖ The use of aggressive, threatening or abusive language, (including raising of the voice, swearing and cursing, shouting) which threatens or intimidates staff.

If this occurs then we will send a letter from the Practice advising that this behaviour will not be tolerated. Any future violation of this policy will result in the removal from the Practice patient list. There will be no appeal process.

We feel sure that you will understand that proper behaviour is absolutely necessary for our staff and patients and that non-observance will not be acceptable.

Any instance or threat of physical abuse will be reported to the police. The offender will be removed from the premises by the police. The Patient will then be removed from the practice list and the PCSE will be notified so they can inform the Patient that they must register elsewhere.

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