

Scotch Quarter Practice Zero Tolerance Policy

(updated April 2020)

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. To successfully provide these services a mutual respect between all the staff and patients has to be in place.

We aim to treat our patients in a courteous and respectful manner at all times and in turn expect our patients to behave in a similar way. We take seriously any threatening, abusive or violent behaviour against any member of staff, administrative or clinical.

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 would be found 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
- Obtaining drugs and/or medical services fraudulently
- Persistent or unrealistic demands that cause stress to staff will not be accepted. Requests will be met wherever possible and explanations given when the request has been refused.
- Racial abuse and sexual harassment will not be tolerated within this practice
- Causing damage/stealing from the Practice's premises, staff or patients

Removal from the practice list

Any form of aggressive behaviour will not be tolerated and will result in you receiving a written warning from the Practice and, in more serious circumstances, you may be immediately removed from the Practice List. When trust has irretrievably broken down, it is in the patient's interest, just as much as that of the Practice, that they should register with a new practice.

Any form of violent behaviour will result in immediate removal from the Practice List with no appeal process and may involve police being contacted.

We ask you to treat your GPs and their staff courteously at all times.



Social Media



The use of Social Media to make derogatory comments about either our services or individual staff members will not be tolerated and may result in the immediate removal from our Practice List.

We regularly monitor all posts on social media and would encourage any patient to screen shot and/or inform us of any such negative post.