

ZERO TOLERANCE **POLICY**

We try at all times to deal with patients in a polite and courteous manner. In return we expect that the same is shown to all staff and doctors at the surgery. Whilst we understand that a visit to the doctors can be at times stressful or worrying, we will not tolerate aggression or abuse to either our reception staff or any of the professional staff at the surgery.

The practice considers aggressive behaviour to be any personal, abusive or aggressive comments, cursing, swearing, physical contact or aggressive gestures.

The practice may request the removal of any patient from the practice list who is aggressive or abusive towards a doctor, member of staff, other patient, or who damages property.

All instances of actual physical abuse of any doctor or member of staff, by a patient or their friends or relatives, will be reported to the police as an assault.