



The Manor Surgery

ZERO TOLERANCE POLICY

The Doctors, Nurses and Staff in this Practice have the right to do their work in an environment free from violent, threatening or abusive behaviour and everything will be done to protect that right.

We aim to treat our patients courteously at all times and expect our patients to treat our staff in a similarly respectful way. We take seriously any threatening, abusive or violent behaviour against any of our staff or patients. At no time will any such behaviour be tolerated in this practice. Most people respect this – thank you for being one of them.

As a Practice we are very aware that visiting your GP can, at times, be stressful and concerning for patients. Delays in obtaining appointments and delays in surgery times, due to unforeseen emergency appointments, can also add to these concerns.

We always strive to meet patient expectations and deliver the highest standards of healthcare. For the vast majority of our patients we achieve this, despite the finite resources and steadily increasing demand for services that exists today within the NHS.

Our staff come to work to care for others, and it is important for all members of the public and our staff to be treated with respect. In line with the rest of the NHS and to ensure this is fully observed we have instigated a Zero Tolerance policy, whereby aggressive or violent behaviour towards our staff will not be tolerated under any circumstances.

Any patient who verbally abuses a member of practice staff will be sent a letter from the Practice Manager confirming that this behaviour will not be tolerated. Any future violation of this policy may result in removal from the Practice patient list. The Police will be called in all cases of violence.

The Practice feels hopes that you will understand that proper behaviour is absolutely necessary for our staff and patients and that non observance will not be accepted.