

ZERO TOLERANCE POLICY

A zero tolerance policy towards violent, threatening and abusive behaviour is now in place throughout the NHS. Our Practice supports this 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 the right.

The purpose of this policy is to address instances of unacceptable behaviour which may cause harm or the fear of harm to any person within the Practice. The scope of this policy is therefore:

Instances of violence or aggression committed by:

Any person, whether patient, visitor or any other person working within the practice

Against:

Any patient, visitor, or other person working within the practice

Definition

Violence and aggression are defined as:

- Violence is the use of force against a person and has the same definition as “assault” in law (i.e. an attempt, offer or application of force against the person). This would cover any person unlawfully touching any other person forcefully, spitting at another person, raising fists or feet or verbally threatening to strike or otherwise apply force to any person.
- Aggression is regarded as threatening or abusive language or gestures, sexual gestures or behaviour, derogatory sexual or racial remarks, shouting at any person or applying force to any practice property or the personal property of any person on the Practice. This would cover people banging on desks or counters or shouting loudly in an intimidating manner.
- This policy applies throughout the premises, including outside. It also applies to any employee or partner away from the practice but only in so far as it relates to the business of the Practice.

At no time will any such behaviour be tolerated in this practice. If you do not respect the rights of our staff we may choose to inform the police and make arrangements for you to be removed from the list.