

The Devonshire Lodge Practice

ZERO TOLERANCE POLICY

The Practice considers threatening behaviour to be either attempted or actual, aggressive threatening physical actions made towards any member of staff or the use of aggressive, threatening or abusive language, (including raising your voice, swearing and cursing, shouting) which threatens or intimidates staff.

Any behaviour verbal or physical which causes staff to feel uncomfortable, embarrassed or threatened, is totally unacceptable

This policy applies throughout the premises, including the car park and local area. 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.

PROTOCOL

All instances of abusive/threatening behaviour will be reported to the Receptionist Supervisor who will escalate it to the Practice Manager if appropriate; all events are recorded on the computer system and on a significant event form.

Any instance of **physical abuse** will be reported to the police who will remove the offender from the premises. The patient will then be removed from the practice list and the PCSS will be notified so they can then inform the Patient that they must register elsewhere.

Any instance of verbal abuse whether in person or on the telephone will be reported to the Senior Receptionist or the Practice Manager and recorded on the computer system and on a significant event form.

If a member of staff is experiencing difficulties with a patient who is behaving in a threatening or abusive manner then they can ask for the Senior Receptionist to assist them with the situation. The Senior Receptionist can also take the decision to inform the patient that they will be issued with a warning letter. This is recorded on the computer system and on a significant event form.

Significant events are regularly reviewed within the practice. When appropriate a warning letter will be sent to the patient explaining the situation and informing them that any further abusive behaviour will result in them being removed from the Practice List. A copy of this letter will be filed on the patient's medical records

Right of Appeal

The patient may contact the Practice Manager/Senior Receptionist to discuss this warning letter if they wish to do so. If a second offence occurs the patient will be sent a Final Warning letter informing them of their breach of the Zero tolerance policy and they will be removed from the practice list.