

Dog Kennel Lane Surgery

Zero Tolerance Statement

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.

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.

If a patient is violent or abusive, they will be asked to stop. If they persist, we may exercise our right to take action to have them removed, immediately if necessary, from our list of patients.

In line with the rest of the NHS, and to ensure this is fully observed we have a Zero Tolerance policy, whereby aggressive or violent behaviour towards our staff will not be tolerated under any circumstances.

Anyone giving verbal abuse to members of staff will be sent a letter from the Practice stating that this behaviour will not be tolerated and may result in removal from the Practice patient list. There will be no appeal process.

Any incident of threatening, abusive or violent behaviour may be reported to the local Police Service as part of the NHS Zero Tolerance campaign

We hope that you will understand and welcome this Policy which is in place for the best interests of our hard working staff as well as all the patients we serve. Please note that any non-observance will not be accepted.