

Milton Abbas Surgery

# **Zero Tolerance to threatening behaviour, aggression, and violence**

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This practice supports the Government's 'Zero Tolerance' campaign for Health Services Staff and recognises that mutual respect between staff and patients is essential to provide a responsive service.

We are always here to help you, but our entire practice team have the right to be treated with dignity and respect in line with the NHS Zero tolerance to threatening behaviour and violence.

We respectfully remind patient's that very often our staff may be managing a multitude of tasks and difficult situations all at the same time. However, we always aim to be polite, helpful, and sensitive to all patient's needs and circumstances.

We acknowledge that illness and associated stress may cause some people to behave uncharacteristically so we would appreciate an understanding that the following behaviours are deemed unacceptable:

- Using bad language or swearing at practice staff
- Any form of physical violence
- Persistent or unrealistic demands that cause stress to staff
- Racial abuse or sexual harassment
- Slamming the phone down
- Raised voices with the intention of intimidation
- Causing damage to the premises

If you do not respect the rights of our staff, we may choose to inform the police and plan for you to be removed from our Patient List.