

## **Violent and Abusive Behaviour**

Violent and abusive behaviour

As an employer, the practice has a duty to care for the health and safety of its staff.

The practice also has a legal responsibility to provide a safe and secure working environment for staff.

All patients are expected to behave in an acceptable manner and violent or abusive behaviour towards staff or patients may result in removal from our practice list or even criminal proceedings. The practice follows the NHS guidance concerning zero tolerance.

The practice has a policy of zero tolerance of verbal and physical violence towards GPs, staff or other patients.

The practice will request the removal of any patient from the practice list who is aggressive or abusive towards a doctor, member of staff, other patient, or who damages property.

We report all physical abuse to the police as an assault.

We expect all patients to be responsible and avoid attending the surgery under the influence of alcohol or illegal drugs.

Any alteration of prescriptions is illegal and will not be tolerated.

If you're unhappy with the quality of service you have the right to register with another practice without notifying us.

On the very rare occasions when a patient repeatedly ignores their responsibilities to the Practice, we have the right to remove the patient from our Practice list.

Unacceptable behaviour

Examples of unacceptable behaviour include:

- violence
- excessive noise eg recurrent loud or intrusive conversation or shouting
- threatening or abusive language involving swearing or offence remarks
- derogatory racial or sexual remarks
- malicious allegations relating to members of staff, other patients or visitors
- offensive sexual gestures or behaviours
- abusing alcohol or drugs on practice premises

- drug dealing on practice premises
- wilful damage to practice property
- threats or threatening behaviour
- theft

#### Zero tolerance

Our staff have the right to be always treated with dignity and respect.

They should be able to do their jobs without being physically or verbally abused.

Anyone found abusing the staff in person or on the telephone will be asked to leave the practice.

This behaviour will not be tolerated.

#### Removal from the patient list

In exceptional circumstances, a breakdown may occur between a doctor and their patient.

If the breakdown is serious, for example physical or verbal abuse to any member of the practice team, the doctors may feel that the relationship has been compromised.

We may take steps to remove the patient from the doctor's list. Where possible, we prefer to discuss with the patient to try to find a solution.

We give reasons for removal in writing.

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