

Zero Tolerance Policy

1. Introduction

All Practice staff need to feel that they are safe and protected within their working environment and that the Partners and Management Team take their health, safety and well-being seriously. This policy outlines very clearly what will happen if a Partner or staff member has suffered physical or verbal abuse from a patient or member of the public.

2. Detail

The Practice defines aggressive behaviour as 'any personal, abusive and aggressive comments, cursing and/or swearing, physical contact of any kind and aggressive gestures.

No abuse of staff is acceptable whether verbal, physical. All abuse who feel that they have been abused in any of the manners described above should report the matter to the Assistant Practice Manager who will record it in a Log of Events.

The Assistant Practice Manager will review the event and where the matter is related to a physical abuse, it will be reported immediately to the local police. The details of the patient will be passed onto the Business Manager, who will write to the patient to inform him/her that he/she has been removed from the Practice List.

In cases where the Police have not been informed but the Business Manager feels that the patient is putting staff 'at risk', the Local Health Group will be informed with a request for that patient to be removed from the Practice list of patients. In such cases, the GPs are still obliged to see patients for up to seven days after this notification request has been sent to the LHB.

Any physical abuse by a person not registered as a patient, e.g., a patient's friend or relative must be reported to the Police.

Any incident of verbal abuse whether in person or over the telephone must be reported to the Assistant Practice Manager who will record the details on the Log of Events. If appropriate, the Business Manager should be informed who will write to the patient informing him/her that his/her conduct is unacceptable and future incidents of a similar nature may result in the person being removed from the list.

In all cases, appropriate notes should be entered on the electronic patient notes by the person reporting the incident to enable colleagues to be aware of the situation.

All patients' responses will be recorded and answered in accordance with the Practice's policy on dealing with correspondence.

The Business Manager will produce a monthly summary report for consideration by Partners.