THE CASTLE MEDICAL GROUP

Dr Ian Ibbotson, Dr Mike Doherty Dr Jennifer Fairwood, Dr Victoria Gauge,

Dr William Mackean, Dr Joanne Mellody, Dr Sunil Nedungayil, Dr Susannah Owen

Managing Partner: Mr. Phil Mileham

**PATIENT INFORMATION NOTICE**

**ZERO TOLERANCE POLICY**

We treat our patients with courtesy and ask the same in return. We ask that you treat your GP and ALL other Practice Staff courteously –without violence, abuse or harassment.

GP’s and their staff have the right to care for others without fear of being attacked or abused. Any behaviour verbal or physical which causes staff to feel uncomfortable, embarrassed or threatened is totally unacceptable.

The Zero Tolerance policy includes aggression or threats made In person, over the telephone or in a written communication. The practice considers threatening behaviour to be:

* Attempted or actual, aggressive threatening physical actions towards any member of staff
* The use of aggressive, threatening or abusive language (including raising of the voice, swearing and cursing, shouting) which threatens or intimidates staff

This policy applies to both premises (Health Centre and Annexe building), including the carpark and grounds. 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.

Any instance or threat of physical abuse will be reported to the police. The offender will be removed from the premises by the police. The patient will be removed from the practice list and PCSS will be notified so they can inform the patient that they must register elsewhere.

Instances of abusive/threatening behaviour will be reported to the Practice Manager, recorded into an Incident Log Book and a warning letter sent to the patient. When the Incident Log Book shows a second recorded offence, the patient will be sent a Final Warning Letter informing them of their breach of the Zero Tolerance Policy, and they may be removed from the Practice list.