



THE VALKYRIE

SURGERY

Valkyrie Primary
Care Centre
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Westcliff on Sea
Essex
SS0 8BU

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Out of hours service
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NHS ZERO TOLERANCE

The Practice takes it very seriously if a member of staff or one of the doctors or nursing team is treated in an abusive or violent way.

The Practice supports the government's '**Zero Tolerance**' campaign for Health Service Staff. This states that GPs and their staff have a right to care for others without fear of being attacked or abused.

The staff understand that ill patients do not always act in a reasonable manner and will take this into consideration when trying to deal with a misunderstanding or complaint.

However, aggressive behaviour, be it violent or abusive, will not be tolerated and may result in you being removed from the Practice list and, in extreme cases, the Police being contacted. If removed from the list you may be placed on the 'special allocations scheme'

In summary, we will not hesitate to remove patients from our list who:

- are violent or abusive to any Practice member.
- use or condone threatening or violent behaviour.
- cause damage/steal from the Practice's premises/staff/patients.
- obtain drugs and/or medical services fraudulently.

We ask you to treat your GPs and their staff courteously at all times.