

# **KIRKVIEW MEDICAL PRACTICE**

## **Zero Tolerance Guidelines**

Kirkview Medical Practice supports the Scottish Government's 'Zero Tolerance' campaign for Health Service staff. This states that all members of practice staff have the right to care for others without fear of being attacked or abused. To successfully provide these services, a mutual respect between all staff and patients must be in place.

Kirkview Medical Practice staff aim to be polite, helpful and sensitive to all patients' individual needs and circumstances. We would respectfully remind patients that very often staff could be confronted with a multitude of varying and sometimes difficult tasks and situations, all at the same time. Our 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.

In order for Kirkview Medical Practice to maintain good relations with their patients, we would appreciate if you took the time to read and take note of the types of behaviour that would be found unacceptable: -

- Using bad language and swearing at Practice staff
- Any physical violence towards any members of the team, other patients or visitors to the practice
- Verbal abuse towards staff in any form, including verbally insulting staff
- Racial abuse and sexual harassment will not be tolerated
- Persistent or unrealistic demands that cause stress to staff will not be accepted
- Causing damage or stealing from the premises, staff, other patients or visitors to the practice
- Obtaining drugs and/ or medical services fraudulently

We ask you to treat our team with respect and courtesy at all times.

The removal of patients from our practice list is an exceptional and rare event and is a last resort in an impaired patient- practice relationship. We value and respect good patient- doctor relationships based on mutual respect and trust. When trust has irretrievably broken down, Kirkview Practice will consider all factors before removing a patient from our practice list, and communicate that it is in the patient's best interest that they should do. An exception to this is in the case of immediate removal on the grounds of violence, for example when the police are involved.