

Woosehill Medical Centre

Fernlea Drive, Woosehill, Wokingham, RG41 3DR
Tel: (0118) 978-8689 www.woosehillsurgery.co.uk

Zero Tolerance Policy

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 GP’s, staff or other patients.

We try at all times to deal with patients in a polite and courteous manner. In return we expect that the same is shown to all staff and doctors at the Surgery. Whilst we understand that a visit to the doctors can be at times stressful or worrying, we will not tolerate aggression or abuse to either our reception staff or any of the professional staff at the Surgery. Any patient being threatening or abusive to any member of our team will be removed from the Practice list without further warning.

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.

**Dr Rishi Anand, Dr Sanveer Tiwana, Dr Kike Amira,
Practice Manager – Rowena Beech, Business Support Manager – Chris Allen**

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All instances of actual physical abuse on any doctor or member of staff, by a patient or their relatives will be reported 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 are seriously unhappy with the quality of service you have the right to register with another practice without notifying us. Similarly, 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.

Examples of Unacceptable Standards of Behaviour

- Violence.
- Excessive noise e.g. 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 treated with dignity and respect at all times.

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

Most people respect this.

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

This behaviour will NOT be tolerated

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Removal from the List

In exceptional circumstances, a breakdown may occur between a doctor and his patient. If the breakdown is of a serious nature e.g. serious physical or verbal abuse to any member of the practice team, the doctors may feel that the doctor/patient relationship has been compromised. Steps may be taken to have the patient removed from the doctor's list. Where possible, conciliation would always be the preferred route.

Reasons for removal will be given in writing.

Written by: Rowena Beech Signed: RBeech	Authorised by: Signed: Dr Sanveer Tiwana
Job title: Practice Manager	GP Partner
Effective Date: September 2024	Review date: September 2025

**Dr Rishi Anand, Dr Sanveer Tiwana, Dr Kike Amira,
Practice Manager – Rowena Beech, Business Support Manager – Chris Allen**