

Zero Tolerance Policy

As a Practice we are very aware that visiting your GP can, at times, be stressful and concerning for patients. Delays in obtaining appointments and delays in surgery times, due to unforeseen emergency appointments, can also add to these concerns.

We always strive to meet patient expectation and deliver the highest standards of healthcare. For the vast majority of our patients we achieve this, despite the finite resources and steadily increasing demand for services that exists today within the NHS.

Following serious incidents that have occurred in other GP practices around the country, we have a Zero Tolerance Policy for unacceptable behaviour towards our staff and clinicians. Violence (verbally or physically) against NHS staff is a crime and threatening or violent behaviour, which is rare, will not be tolerated in any form whatsoever. The Police will be called in all cases of violence and the patient will be removed from the Practice list.