



# THE HOVE PRACTICE

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## Our Zero Tolerance Policy

The Hove 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. To successfully provide these services a mutual respect between all the staff and patients has to be in place.

Our Practice staff aim to be polite, helpful, and sensitive to all patients' individual needs and circumstances.

We 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 their usual and reasonable manner and will take this into consideration when trying to deal with a misunderstanding or complaint.

It is taken extremely seriously, if a member of The Hove Practice staff is treated in an aggressive, abusive or violent way. This will not be tolerated and may result in the offending individual being removed from the Practice list and, in extreme cases, the police being contacted.

In order for the Practice to maintain good relations with their patients the practice would like to ask all its patients to read and take note of the occasional types of behaviour that would be found unacceptable and could result in removal from the Practice list at our discretion:

- Using bad language or swearing at Practice staff
- Verbal abuse towards the staff in any form including verbally insulting the staff
- Any physical violence towards any member of the Primary Health Care Team or other patients, such as pushing or shoving
- Racial abuse and sexual harassment will not be tolerated within this practice
- Persistent or unrealistic demands that cause stress to staff will not be accepted. Requests will be met wherever possible and explanations given when they cannot
- Causing damage/stealing from the Practice's premises, staff or patients
- Obtaining medication and/or medical services fraudulently
- We ask you to treat our GPs and staff courteously at all times.

### **Removing other members of the household**

Due to the potential need to visit patients at home, it may be necessary to terminate responsibility for other members of the family or the entire household to ensure the safety of practice staff or to avoid difficulties within the doctor-patient relationship.

This is more likely where the removed patient has been violent or displayed threatening behaviour, and continuing to care for other family members could put our doctors, staff or family/household members at risk due to introducing a complexity to their care.

**Removal from The Hove Practice patient list is at the ultimate discretion of The Hove Practice.**