



Zero Tolerance Policy

The Jersey Practice

Our staff comes to work to care for others, and it is important for all members of the public and our staff to be treated with respect.

In line with the rest of the NHS, and to ensure this is fully observed we have instigated a Dignity at Work and Zero Tolerance policy, whereby aggressive or violent behaviour towards our staff will not be tolerated under any circumstances.

Zero Tolerance

We aim to treat our patients courteously at all times and expect our patients to treat our staff in a similarly respectful way. We take seriously any threatening, abusive or violent behaviour against any of our staff or patients.

Anyone giving verbal abuse of members of staff will be sent a letter from the Practice Manager that this behaviour will not be tolerated. Any future violation of this policy may result in removal from the Practice patient list. There will be no appeal process.

Violence Policy

The NHS operate a zero tolerance policy with regard to violence and abuse and the practice has the right to remove violent patients from the list with immediate effect in order to safeguard practice staff, patients and other persons. Violence in this context includes actual or threatened physical violence or threatening verbal abuse which leads to fear for a person's safety, leading to complete breakdown in trust and communication. In this situation we will notify the patient in writing of their removal from the list and record in the patient's medical records the fact of the removal and the circumstances leading to it.

The Practice feels sure you will understand that proper behaviour is absolutely necessary for our staff and patients and that non observance will not be accepted.