



# VIOLENT BEHAVIOUR POLICY

## 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 has a policy of “**Zero Tolerance**” of verbal and physical violence towards GP’s, staff or other patients.

## Procedure

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.

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.

### Examples of Unacceptable Standards of Behaviour

- Violence.
- Excessive noise
- 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 gesture or behaviour.
- Abusing alcohol or drugs on practice premises.
- Drug dealing on practice premises.
- Wilful damage to practice property.
- Threats or threatening behaviour.
- Theft.