



Clarkston Medical Zero-Tolerance Policy

Zero Tolerance

The NHS has a zero-tolerance policy of all violence and aggression. This policy is for the protection of all NHS staff, but also for the protection of other patients, their families, visitors, etc. In order to ensure that this zero-tolerance approach is adhered to, it is essential to have robust policies and procedures in place.

In General Practice, this will need to cover a variety of situations in which incidents could occur. The majority of patients behave in acceptable or manageable ways, however the incidence of excessively aggressive or violent attacks in the GP practice is increasing.

The practice recognises that there can be contributory reasons for patients behaving in difficult or challenging ways, however, where this tips over into aggression or violence, the practice will adopt a zero-tolerance approach.

Clarkston Medical aims to provide high quality healthcare and we will treat all patients with respect and dignity. In return we expect all our staff to be treated with respect. We will not tolerate abusive language or threatening behaviour against any member of staff. Such behaviour may result in the offender being denied access to the doctor and/or further measures as appropriate.