

## Zero-Tolerance Policy



- Staff treating patients have the right to work free from any threat or fear of abuse or violence.
- The NHS nationally has agreed to a zero-tolerance policy.
- If any patient is abusive or violent towards any member of staff or any other persons on the practice premises, the practice retains the right to have the patient removed from their list.
- The practice defines violence and aggression as 'any incident in which a person is abused, threatened or assaulted in circumstances relating to their work' including threats, verbal abuse (shouting, swearing, rude gestures), psychological abuse or physical attacks.