

Zero Tolerance Policy

Document Details		
Title	Zero Tolerance Policy	
Main points	For the response to patients to behave inappropriately towards staff	
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No	Date	Amendment
1	July 2021	Definition clarified
2	January 2024	Amended process to include Lisa Nolan's contact details for discussion
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Definition

Hope Citadel considers **unacceptable behaviour** to be:

Attempted or actual aggressive threatening physical actions made towards any member of staff

or

Abusive language, (including raising of the voice, swearing and cursing), which threatens or intimidates any member(s) of staff

or

Unreasonably persistent behaviour and unrealistic demands towards anyone in the practice

Any behaviour, verbal, physical or unreasonable, which causes staff to feel uncomfortable, embarrassed, or threatened, is totally unacceptable.

Procedure

All instances of threatening behaviour will be reported to the Practice Manager and entered into an incident logbook.

Any instance of **physical abuse** will be reported to the police.

The patient will be removed immediately from the premises. Their name will be taken off the patient list. This will be confirmed in writing and the local CCG notified. The CCG will then inform the patient of the need to register with a new Doctor for future treatment.

Any incident of **verbal abuse**, whether in person or on the telephone, will be reported immediately to the Practice Manager and recorded in the incident logbook kept in the reception area.

The incident logbook will be reviewed weekly by senior staff.

Any incidents where the practice believes a patient should receive a warning letter, or should be removed from the practice list should first be discussed with Lisa Nolan (Head of Operations) lisanolan1@nhs.net. Hope Citadel will provide a fair and consistent approach to Zero Tolerance across all practices for staff and patients.

Right of Appeal

On receipt of a first Warning Letter, the patient may appeal in writing to the Practice Manager setting out their view. Senior staff will give due consideration in assessing whether the first warning is to stand.

If necessary, the patient may be invited in for a meeting. The patient's appeal will be filed with their medical record and the patient informed of the review outcome, which will be final.

When the incident logbook shows a second recorded offence the patient will be sent a Final Letter. This will inform them of their breach of the Zero Tolerance Policy and their consequent removal from the practice list. Primary Care Support England (PCSE) will be notified, and they will allocate the patient to another surgery. This may be one with which makes special provision for patients who have shown threatening behaviour.

They will no longer be treated by the Clinical staff at the practice, and if the dismissed person presents for treatment, they will be refused and asked to leave the premises. Refusal to leave could result in the police being called.

Refusal to Treat

The staff at Hope Citadel accept that it is not ethically acceptable to deny a patient access to health care, despite his or her behaviour. This policy envisages that no patient will be removed formally from the patient list until a Final Letter has been issued and the CCG informed of the need for this patient to be allocated to another surgery.

Emergency healthcare is available at Emergency Departments, Walk in Centres and Out of Hours providers.

Relatives of Aggressive Patients

The continuing treatment of relatives of a person removed from the patient list will not be affected. However, a home visit to treat a relative at the address of the removed person may require the supervision of the police.

Information for Patients

A poster outlining this 'Zero Tolerance on Threatening Behaviour Policy' is to be displayed on the premises.

A copy of this 'Zero Tolerance on Threatening Behaviour Policy' is to be available for patients on request and at no charge.

The 'Zero Tolerance Policy' is designed to protect patients as well as practice staff. It has therefore been drawn up in full consultation with our staff.

Zero Tolerance to violent or abusive behaviour.

A zero tolerance policy towards violent, threatening and abusive behaviour is now in place throughout the National Health Service.

The staff in this practice have the right to work in an environment free from violent, threatening or abusive behaviour and everything will be done to protect that right. At no time will any violent, threatening or abusive behaviour be tolerated towards staff, patients or other visitors to the practice.

This relates to any form of abuse from patients or staff which includes (but is not limited to) sexism, racism homophobia, biphobia, transphobia and ageism, or harassment or abuse on basis of disability, marriage or civil partnership, pregnancy or maternity, religion or belief.

If you do not respect the rights of our staff and other patients at the practice we may choose to inform the police and make arrangements for you to be removed from our practice list.