Maynard & Nazeing Surgery

**Zero Tolerance Policy**

We operate a zero-tolerance policy.

This covers any abuse or bad behaviour towards its staff, doctors or other patients.

This could be physical, verbal or online.

GPs and staff have a right to care for others without fear of being attacked, abused or treated badly in any way. To provide our services a mutual respect between staff and patients has to be in place.

We will not tolerate aggressive behaviour, be it physical, verbal or online. This behaviour may result in your removal from the practice list. In extreme cases, we will contact the Police.

Below are some the types of behaviour we see that are not acceptable.

Using bad language, shouting or raising of voices at practice staff.

Any physical violence towards any member of our team or other patients.

Verbal abuse towards staff or patients in any form including shouting.

We will never tolerate intolerant language, discrimination or sexual harassment.

We will not accept repeated or unrealistic demands that cause stress to staff. We will meet requests wherever possible and explanations given when they cannot.

Trying bully or manipulate a staff member to get something.

Causing damage to, stealing or not returning practice equipment from the practice’s premises, staff or patients.

Obtaining drugs and/or medical services fraudulently.