

Zero Tolerance Policy

1. Introduction

As a practice we have a duty of care under the Management of Health and Safety at Work Regulations 1999 to protect anyone attending Castle Medical Group, whether this be patients, visitors, or staff.

We want to ensure that anyone receiving or providing services in the practice feel that they are in a safe environment, treated with respect and will be supported if they are subjected to violence or aggression from patients, visitors, or staff. This policy defines our process on how to report an instance of unacceptable behaviour and how this will be addressed as zero tolerance.

2. What is Unacceptable Behaviour

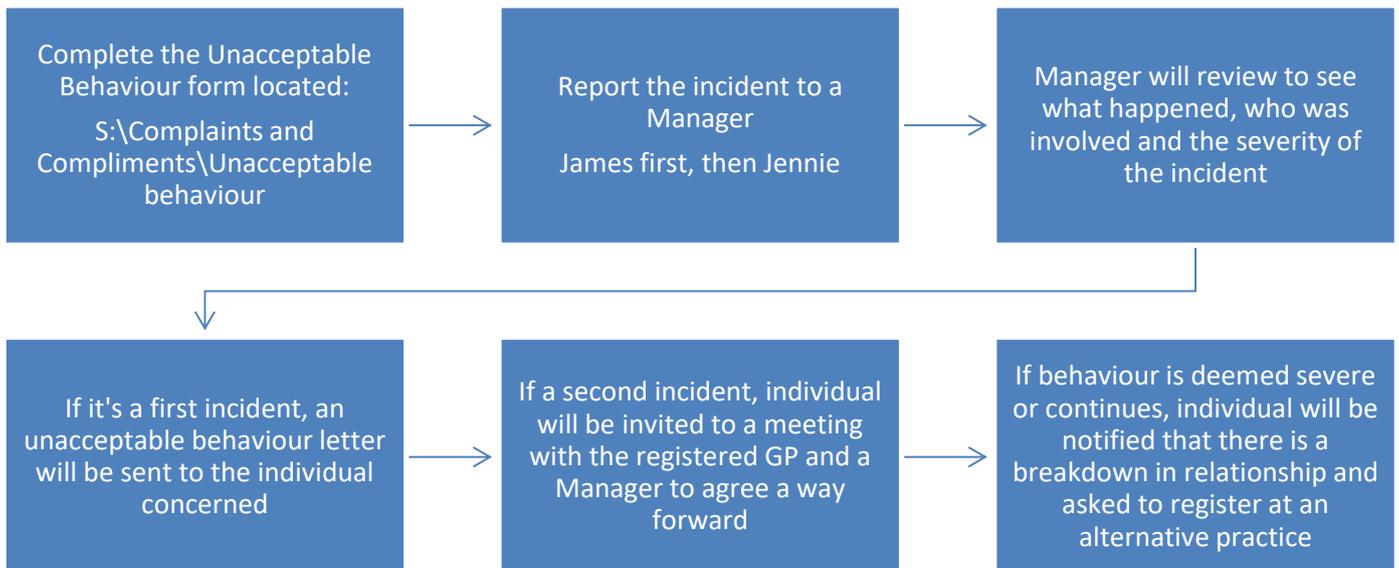
We all have a responsibility to be respectful, polite and courteous to each other. It is never pleasant if you are subjected to unacceptable behaviour and this can be alarming and distressful. Unacceptable behaviour can come in a range of forms which has been summarised below:-

Behaviour	Summary	Examples
Violence	Threatening violence, attempting to use force, or physically using force	Touching, spitting, raising fists, punching, kicking, brandishing a weapon
Aggression	Using abusive or threatening language or gestures	Swearing, derogatory sexual or racial remarks, shouting, banging desks

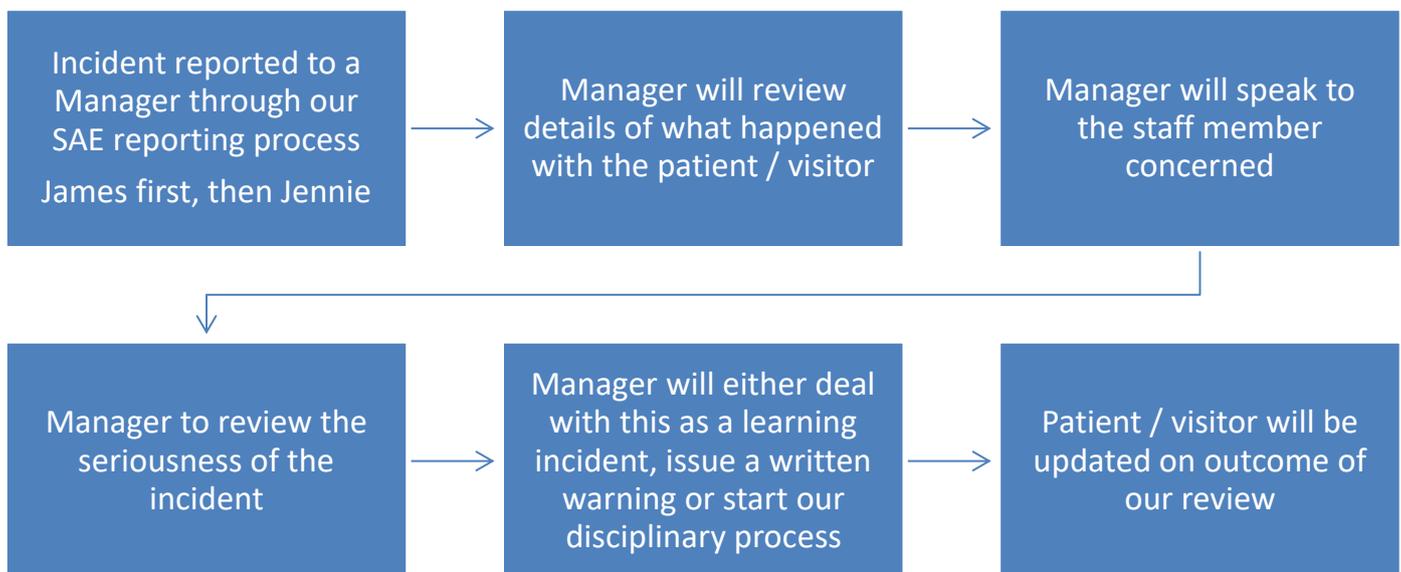
3. What to do if Subjected to Unacceptable Behaviour



4. Managing Unacceptable Behaviour (Patients / Visitors)



5. Managing Unacceptable Behaviour (Staff)



6. Support for Staff

For all staff we will support them following on from any unacceptable behaviour incidents that they have been involved in or subjected to, support available will flex depending on individuals need and the severity of the incident but could include:-

- First aid or clinical assessment
- Opportunity to debrief post incident
- Counselling
- Assistance with completion of unacceptable behaviour form or police report / statement.