

# Zero Tolerance Policy

Last Updated: 3 June 2021

At MyAccess Clinics we follow the government's 'Zero Tolerance' policy for all Health Service staff. The aim of this policy is to tackle the increasing problem of violence against staff working in the NHS and ensures that doctors and their staff have a right to care for others without fear of being attacked or abused.

We are a passionate team that aims to provide a friendly, inclusive service to all of our patients. We understand that some patients suffer from complex conditions that may cause them to not always act in a reasonable manner.

MyAccess clinics operates from a place of mutual respect and we would ask you to understand that our staff deal with varying and difficult situations.

We take abusive or violent behaviour to all our staff and doctors extremely seriously. We retain the right to remove you as a patient or contact the police if we feel that any member of our staff is in danger.

Unacceptable behaviour includes:

- Bullying of any kind including on social media platforms
- Verbal abuse towards staff of any form
- Physical violence towards any member of the team, such as pushing or shoving
- Racial abuse and sexual harassment
- Persistent or unrealistic demands that cause stress to staff will not be accepted. Patient requests will always be met wherever possible and explanations given when they cannot

## Removal from the Practice List

Removal of a patient from our services due to bad behaviour is rare, however, we do retain this right if the situation is no longer beneficial to either patient or staff. We will support transfer of your patient information to another clinic at your request only.

We ask you to treat all MyAccess Clinic courteously at all times.

## Removing other members of the household

In rare cases, however, because of the possible need to visit patients at home it may be necessary to terminate responsibility for other members of the family or the entire household. The prospect of visiting patients where a relative who is no longer a patient of the practice by virtue of their unacceptable behaviour resides, or being regularly confronted by the removed patient, may make it too difficult for the practice to continue to look after the whole family. This is particularly likely where the patient has been removed because of violence or threatening behaviour and keeping the other family members could put doctors or their staff at risk.