

# **LAUDERDALE MEDICAL PRACTICE**

## **Zero Tolerance Policy/Procedure**

Lauderdale Medical Practice has a zero tolerance policy of all violence and aggression. This policy is for the protection of all Lauderdale Medical Practice staff, patients, family members and visitors etc.

This policy does not relate to patients identified to be abusive due to illness, injury or are under 16 years of age, and not thought to be competent for their own actions. Or where policy procedures would lead to harm to the patient both physically and mentally.

For the purposes of this policy violence or abuse is defined as:

Actual or threatened physical violence, verbal or written abuse which leads a person to fear for their own safety. These instances may be physically within the whole area of Dunbar Medical Centre, on social media posts, telephone conversations/ consultations or within information sent to the Practice.

For the purposes of this policy, unacceptable behaviour is considered to be:

- Excessive noise which is obstructive to others.
- Use of threatening/abusive/obscene language.
- Offensive remarks of a racial, sexual or personally derogatory nature.
- Damage to property.
- Theft.
- Spitting.
- Threatening/aggressive gestures and/or actions.
- Inappropriate behaviour involving alcohol/substance misuse.

All instances of unacceptable, violent or abusive behaviour will be reported to the Practice Manager and a record of the incident kept within the Incident Report file. Each instance will be reviewed along with previous instances and should it be deemed necessary one or more of the following may take place:

- A report made to the Police.
- The patient may be removed with immediate effect and details placed in their medical records to explain the reason for the removal.
- Patient may be required to sign a Behaviour Contract before entering or contacting the Practice in future.
- Patient may be issued a warning letter indicating that future instances will result in removal or the need of a Behaviour Contract.
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