

South Warrington Network

Practices: Appleton & Stretton, Brookfield, Lakeside, Latchford and Stockton Heath Medical Centre

Zero Tolerance Policy

Our staff come to work to care for others, and it is important for all members of the public and our staff to be treated with respect.

In line with the rest of the NHS and to ensure this is fully observed we have instigated a Dignity at Work and Zero Tolerance policy, whereby aggressive or violent behaviour towards our staff will not be tolerated under any circumstances.

Violent, threatening or abusive behaviour including shouting and swearing will not be tolerated. Patients who act in such a manner will be asked to leave the premises, the Police may be called and you could be removed from our patient list.

A letter will be sent by the Practice Manager to advise that this behaviour will not be tolerated.

Any future violation of this policy may result in removal from the Practice patient list. There will be no appeal process.

Our staff are here to help you, please treat them with respect. The Practice feels sure you will understand that proper behaviour is absolutely necessary for our staff and patients and that non observance will not be accepted.

