



The Caversham
Group Practice

4 Peckwater Street, Kentish Town
London NW5 2UP

Surgery Tel: 020 7428 5700

Email: caversham.practice@nhs.net

 <https://www.cavershamgrouppractice.co.uk>

Zero Tolerance Policy v1.2

Practice Zero Tolerance Policy

The NHS operate a Zero Tolerance Policy about violence and abuse and the Practice has the right to remove violent patients from their list with immediate effect, to safeguard practice staff, patients, and other persons. Violence in this context includes actual or threatened physical violence or verbal abuse which leads to fear for a person's safety. In this situation we will notify the patient in writing of their removal from the list and record in the patient's medical records the fact of the removal and the circumstances leading to it.



As a practice we always strive to meet patient expectation and deliver the highest standards of healthcare. Our staff come to work to care for others, and it is therefore 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 Zero Tolerance Policy whereby any aggressive, abusive or violent behaviour towards our staff will not be tolerated under any circumstances. The practice considers aggressive behaviour to be any personal, abusive

and/or aggressive comments, cursing and/or swearing, physical contact and/or aggressive gestures or otherwise harmful or derogatory words or actions.

The practice will request the removal of any patient from the practice list who is aggressive or abusive towards a member of staff; other patients or damages the property.

All instances of actual physical abuse on any member of staff, by a patient or their relatives will be reported to the police as an assault, and charges may then be brought against these individuals.