

Sheepcot Medical Centre



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Nichola Chamberlain – Operations Manager
Deborah Sanger – Deputy Operations Manager
Teresa Batchelor – Finance Manager

ZERO Tolerance Policy

Sheepcot Medical Centre has a duty to care for the health and safety of its staff. The practice also has a legal responsibility to provide a safe and secure working environment for staff and our patients. All patients are expected to behave in an acceptable manner and violent or abusive behaviour towards staff or patients may result in removal from our practice list or even criminal proceedings.

The practice follows the NHS guidance concerning Zero Tolerance and the aim of this policy is to tackle the increasing problem of violence against staff working in the NHS and ensures that doctors and all other staff have a right to care for others without fear of being attacked or abused.

Sheepcot Medical Centre operates a 'zero tolerance' attitude to all forms of abuse therefore such behaviour or the use of inappropriate words causing distress and/or constituting harassment will not be tolerated and could lead to prosecution.

Whilst it is not possible to provide a comprehensive list of this type of incident, some examples are provided below:

- Offensive language, verbal abuse and swearing
- Racist comments
- Loud and intrusive conversation
- Unwanted, inappropriate or abusive remarks
- Negative, malicious or stereotypical comments
- Brandishing of objects or weapons
- Threats or risk of injury to NHS staff
- Intimidation
- Stalking
- Unreasonable behaviour and non-cooperation

We understand that ill patients do not always act in a reasonable manner and will take this into consideration when trying to deal with a misunderstanding or complaint. We ask patients to treat the doctors and all other staff courteously and act reasonably.

All incidents will be reported to the Operations Manager or Deputy Manager who will then discuss the incident with the Partnership alongside any recorded phone calls and/or CCTV footage.

Following the first incident 'Zero Tolerance/Unreasonable Behaviour Letter 1' will be sent out to the patient. If a further incident takes place they will be sent 'Zero Tolerance/Unreasonable Behaviour Letter 2'. This will be the last warning before 'Zero Tolerance/Unreasonable Behaviour Letter 3' will be sent out asking the patient to register at a new practice and will be removed from our practice list after 28 days.



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However, aggressive behaviour, be it violent or verbal abusive, will not be tolerated and may result in a patient being removed from the practice list and, in extreme cases, the Police will be contacted if an incident is taking place and the patient is posing a threat to staff or other patients.