**Clackmannan & Kincardine Medical Practice**

**Zero Tolerance Policy**

## 1.0 Introduction

Clackmannan & Kincardine Medical Practice has developed this policy to provide information, guidance and clarity on patient/visitors behaviours towards staff.

## 2.0 Scope

This policy will apply to all patients and visitors.

This policy outlines Clackmannan & Kincardine Medical Practice arrangements for the Zero Tolerance Policy. The policy aims to protect staff and ensure they can provide care without fear.

## 3.0 Responsibility

Patients and visitors are responsible for:

* Treating all members of the practice team with respect.
* Not using behaviours that may constitute discrimination, harassment, victimisation, verbal or physical abuse, intimidation or is threatening.
* Not damaging or stealing from the practice, practice team or anyone within the practice.
* Not obtaining drugs or medical services fraudulently.

The Employees are responsible for:

* Treating patients and visitors in line with the practice policies and the Equality Act 2010.

## 4.0 Breech of policy

* The offender will be written to in the first instance with a warning letter stating if a similar type of behaviour occurs again the offender will be removed from the practice list.
* If a similar type of behaviour occurs again, the offender will be removed from the practice list as the patient/practice relationship has broken down. They will require to register with another practice or be assigned to one.
* For instances where the police require to be contacted the offender will be removed from the practice list immediately.
* Should the offence meet the criteria for the Direct Patient Care Service, the offender will be removed from all primary care entitlement and will be dealt with by this service directly.

Date of Implementation: February 2025

Date of Review:

Date of Next Review: February 2027

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