



ZERO TOLERANCE POLICY

The Pall Mall Surgery operates a zero tolerance policy, whereby any patient who is threatening or abusive to our staff and doctors, will be removed from our patient list.

Abusive foul language will not be tolerated and will result in a formal written warning and possible removal from the practice list.

Any incident will be logged and the details recorded in the patient's notes. All such incidents will be discussed at the Practice Meeting and a decision made regarding the removal from the list or a letter informing patient of our zero tolerance policy.

If serious reason we will inform the Police and the patient will receive written reasons from the practice, together with procedures for seeing a doctor in the future. The patient will be removed immediately.

All staff at Pall Mall Surgery expects and has a right, to work in a safe environment. We will not tolerate anyone that jeopardises that safety.