## MOOR PARK MEDICAL PRACTICE

**ZERO TOLERENCE POLICY**

**This Practice has a Zero Tolerance Policy in place at the Practice and will not tolerate any kind of verbal or physical abuse from patients or anyone acting on their behalf.**

**The following procedure takes place if an incident occurs.**

* If any zero tolerance incidents occur, then the member of staff documents the details on the patients’ medical records on systemone.
* This is recorded as an Administration Event
* The staff member involved then sends a task (Internal message) to the Practice Manager giving full details of the incident.
* The Practice Manager will review the patient notes and speak to the member of staff.
* The Practice Manager will send a warning letter to the patient stating the incident and advise that if any further incidents occur then they will be removed from our Practice list.
* If a patient has already had a warning letter and another incident occurs, then they will then be sent an 8-day removal letter.
* If any physical or threatening incidents occur, then these will be documented and discussed as a team and may be reported to the police.
* If any incidents occur on the premises where a patient is physically abusive or threatening, then the police will be called straight away Dialling 999 and the patient will be removed from our list the straight away.
* Any patients removed for physical or threatening behaviour will be referred to Safe Haven

**The Team of staff at Moor Park Medical Practice are here to help patients and try to do so at all times. Any Patient who verbally or physically abuses any of our Practice Team will be given a warning then will be removed from our Practice List if any further incidents occur.**