



Security Management Service



**RESPECT US**  
**WE'RE HERE TO HELP YOU**

**VERBAL AND PHYSICAL ABUSE WILL NOT BE TOLERATED**  
PROTECTING YOUR NHS

[www.nhsbsa.nhs.uk/security](http://www.nhsbsa.nhs.uk/security)

# NHS Zero Tolerance Policy

A zero tolerance policy towards violent, threatening and abusive behaviour is now in place throughout the NHS.

The doctors, nurses and staff in this practice have the right to do their work in an environment free from violent, threatening or abusive behaviour and everything will be done to protect that right.

**Violence towards staff is defined as “any incident in which an employee is abused, threatened or assaulted in circumstances relating to their work. This covers the serious or persistent use of verbal abuse”.**

At no time will any such behaviour be tolerated in this practice. If you do not respect the rights of our staff we may choose to inform the police and make arrangements for you to be removed from our medical list

## Practice Policy:

- Our practice staff are here to help you.
- Our aim is to be as polite and helpful as possible to all patients.
- If you consider that you have been treated unfairly or inappropriately, please ask the reception staff to contact the manager or supervisor, who will be happy to address your concerns.
- However, shouting and swearing at practice staff will not be tolerated under any circumstances and patients who are abusive may be removed from the practice list.
- Please help us to help you.