**Clackmannan & Kincardine Medical Practice**

**Zero Tolerance Policy**

## 1.0 Introduction

## Clackmannan & Kincardine Medical Practice is committed to providing a safe, respectful, and inclusive environment for patients, staff, and visitors. This policy outlines our approach to unacceptable behaviour and supports the NHS Scotland Zero Tolerance campaign, which affirms that healthcare staff have the right to work without fear of abuse or violence.

## 2.0 Scope

This policy applies to all individuals interacting with the practice, including patients, carers, visitors, and contractors.

## 3.0 Responsibility

**Patients and Visitors are expected to:**

* Treat all members of the practice team with courtesy and respect
* Refrain from any behaviour that constitutes verbal or physical abuse, discrimination, harassment, intimidation, or victimisation
* Avoid causing damage to property or theft from the practice or individuals within it
* Not attempt to obtain drugs or medical services fraudulently
* Avoid attending the practice under the influence of alcohol or illegal substances

**Practice Staff are expected to:**

* Treat patients and visitors in accordance with practice policies and the Equality Act 2010
* Respond to concerns with professionalism and compassion
* Report any incidents of unacceptable behaviour promptly

## 4.0 Breech of policy

**Initial Incident:**

* A written warning will be issued, outlining the unacceptable behaviour and consequences of further breaches

**Repeated Behaviour:**

* If similar behaviour occurs again, the patient may be removed from the practice list due to breakdown of the doctor-patient relationship
* The patient will be advised to register with another practice or may be assigned one by NHS services

**Serious Incidents:**

* Any act of physical violence or serious verbal abuse will result in immediate removal from the practice list
* The police will be contacted where appropriate
* The patient may be referred to the NHS Scotland Special Allocation Scheme (Direct Patient Care Service), which manages patients removed from GP lists due to violent or abusive behaviour

Date of Implementation: February 2025

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