

Zero Tolerance Policy

RK Medical Practice fully supports the NHS zero tolerance policy. The aim of this policy is to tackle the increasing problem of violent or aggressive behaviour against all of our staff working at the Practice. It ensures that Doctors and all other staff have the right to care for others without the fear of being attacked or abused.

We at RK Medical Practice understand that ill patients do not always act in a reasonable manner and will take this into consideration when trying to deal with a misunderstanding or complaint. We ask that our patients treat our Doctors and staff courteously and act reasonably.

All incidents will be followed up within the Practice and patients will be sent a formal warning after a second incident or removed from the Practice list after a third incident if a patient's behaviour has been unreasonable.

However any aggressive behaviour, which is considered to be violent or verbally abusive will not be tolerated and may result in the patient being removed from our Practice list. In extreme cases the Police will be contacted if an incident is taking place and the patient is posing a threat to staff or patients.

Removal from the Practice List

The removal of any of our patients is not taken lightly. This is only done in exceptional circumstances and is a last resort. When trust has irretrievably broken down, it is in the patient's interest, just as much as that of the Practice that the patient should find a new Practice.

An exception to this is on immediate removal on the grounds of violence e.g when the Police are involved.

Removing other members of the household

In rare cases due to the possible need to visit patients at home, it may be necessary to terminate responsibility for other members of the family or the entire household. When visiting a patient where a relative has been removed from our Practice due to unacceptable behaviour resides or being regularly confronted by the removed patient may make it too difficult for the Practice to continue to look after the whole family. This is particularly likely where a patient has been removed because of violence or threatening behaviour and keeping the other members of the family could put our Doctors or other staff at risk.