



**LAVANT ROAD
SURGERY**

NHS Zero Tolerance

To Abusive or Aggressive

Behaviour

As an employer we have a duty of care for the health and safety of all our staff. They come to work to care for others and it is important for all members of the public and our staff to be treated with courtesy and respect.

The practice will not tolerate aggressive or violent behaviour towards our staff or members of the public.

Anyone giving verbal abuse to members of staff or other patients will be sent a letter from the Practice Manager advising that this behaviour will not be tolerated and may result in being removed from the practice list.