

MAPLES FAMILY MEDICAL PRACTICE

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Zero Tolerance Policy

This practice operates a zero tolerance policy which states that where a patient:

- Is physically abusive towards a Doctor, any member of the clinical team or administrative team and any other patient on the premises
- Causes physical damage to practice premises or other patient's property
- Is verbally abusive or makes threats towards a Doctor, any member of the clinical team or administrative team and any other patient on the premises
- Is violent or uses or condones threatening behaviour to a doctor or any member of the primary healthcare team on practice premises or when visiting the patient at home
- Is discriminatory in any form to any member of staff or other patients
- Is discovered to be taking illegal substances (drugs) or under the influence of them on the premises
- Is discovered carrying any weapons of any kind
- Is discovered to be intoxicated on the premises
- Use of social media to post derogatory or hurtful comments about our staff and aspects of the service you are not happy with. (please write to us or call in to discuss any issues)

The practices zero tolerance policy will come into effect to protect any member of the team and other patients.

Patients that do not adhere to the Zero Tolerance Policy will be removed from the practice list and criminal charges may apply.