

## Eastview Surgery violent or abusive patients policy

We Aim to treat our patients courteously at all times and expect our patients to treat our staff in a similarly respectful way.

We take seriously any threatening, abusive or violent behaviour against any of our staff or patients.

The practice operates a Zero Tolerance stance towards violence and abuse. GPs and staff who work in general practice are providing an essential service to local people.

They have a right to work in an environment that is safe and secure for themselves and the patients that they care for.

Patients who are violent, aggressive or abusive will lose the right to be registered with the GP of their choice and conditions will be placed on their future care.