Canisbay & Castletown Group Practice

Violence and Aggression Zero Tolerance Policy

Canisbay and Castletown Group Practice are committed to providing a safe and secure environment for both staff (clinical and non clinical) and patients.

Our Staff work here to care for others - being victims of violence is not part of their job.

This organisation fully supports NHS Scotland's Zero Tolerance Campaign and any form of violence will not be tolerated.

The following behaviour is unacceptable and any person within premises carrying out such acts could be subject to exclusion and criminal prosecution:

- Excessive noise such as loud or intrusive conversation or shouting
- Threatening or abusive language involving swearing or offensive remark
- Racial or sexual comments
- Abuse of alcohol or drugs
- Drug dealing
- Wilful damage to property
- Theft
- Threats of violence
- Actual violence or assault

The team understands that unwell 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 you to treat your Clinicians and their staff courteously at all times.

Removal from the practice list

A good patient-doctor relationship, based on mutual respect and trust, is the cornerstone of good patient care. The removal of patients from our list is an exceptional and rare event and is a last resort in an impaired patient-practice relationship. When trust has irretrievably broken down, it is in the patient's interest, just as much as that of the practice, that they 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.