Our practice staff are here to help you; our aim is to be as polite and helpful as possible to all patients.  If you consider that you have been treated unfairly or inappropriately, please ask the reception staff for a complaints form and our Practice Manager in due course will then contact you and will be happy to address your concerns.  However, shouting or swearing or use of abusive or offensive language at practice staff will not be tolerated under any circumstances. Patients who are abusive will be removed from the practice list and will have to register with another GP Practice.

Examples of unacceptable standards of behaviour:

* Verbal abuse or aggression
* Offensive or threatening behaviour
* Attending the practice premises under the influence of alcohol

Furthermore, the practice will not hesitate to take legal action or inform the police whenever it is appropriate to do so.

The whole of the NHS, and especially GP surgeries are working under unprecedented levels of patient demand and expectation. Coupled with this there a ongoing problems with recruiting GPs, practice nurses and other clinical staff and we appreciate that this can lead to increased levels of distress not only for the patients but for staff as well.  However, we hope that patients will agree that our staff are our most valuable asset, and that verbal abuse or aggression is unacceptable.

Thank you very much in anticipation of your understanding.

**Contents**

1. **Zero tolerance policy**