

In rare cases that prove to suggest an irreparable breakdown in the doctor-patient relationship, we reserve the right to remove a patient from our practice list.

At The Village Surgery we have a 'zero tolerance policy' regarding verbal and physical abuse towards any of our staff.

Should you have any issue with the care that you receive please channel your concerns through the appropriate complaints procedure rather than taking out frustrations on staff.

We do our best to be courteous and respectful to our patients and their needs at all times and request that you do the same in return.

We consider the following as examples of disruptive behaviours:

Verbal threats:

- Abusive language
- Profanity
- Loud, hostile tone which includes yelling
- Rude and disrespectful language
- Intentional aggressive behaviour (finger pointing, invasions of personal space)
- Making demeaning or degrading comments (emotional / verbal abuse)

Physical assault or violence:

- Hitting
- Pushing
- Grabbing
- Restricting movement
- Threatening behaviour including threats of physical harm or behaviours intended to inflict injury or intimidate
- Attempting or causing injury to a person on the premises

Incidents that happen where patients have been violent to any member of staff or have demonstrated disruptive behaviour to the point where staff fear for their personal safety will be reported to the police. In these circumstances the practice will request the removal of the patient from the list immediately.

Please see our complaints procedure