**Zero Tolerance Policy Penylan Surgery.**

Introduction:

At Penylan Surgery, we are committed to providing a safe and respectful environment for all patients, visitors, and staff members. We operate a zero-tolerance policy towards any form of intimidation, threat of violence, or violence directed towards any individual within our premises. This policy outlines our approach to dealing with such behaviours and the consequences that may result.

Scope:

This policy applies to all patients registered with Penylan Surgery, as well as their visitors and any other individuals present within our premises.

Policy:

1. **Definition of Unacceptable Behaviour**:

Unacceptable behaviours include but are not limited to:

- Any form of intimidation or verbal abuse directed towards staff, patients, or visitors.

- Threats of violence, whether explicit or implied.

- Acts of physical violence, including but not limited to, assault or aggressive behaviour.

- Behaviour that creates a hostile, intimidating, or unsafe environment for others.

2. **Consequences**:

Any individual found to be engaging in unacceptable behaviour will face immediate consequences, including but not limited to:

- Removal from the premises by security or law enforcement if necessary.

- Immediate removal from the practice list, resulting in the termination of the patient's relationship with Penylan Surgery.

- Referral to appropriate authorities for further action, including legal prosecution if deemed necessary.

3. **Reporting Procedure:**

Patients, staff, or visitors who witness or experience any form of unacceptable behaviour are encouraged to report it immediately to a member of staff or management. Reports will be taken seriously and handled promptly and confidentially.

4. **Support and Protection:**

We are committed to providing support and protection to any staff member, patient, or visitor who has been subjected to unacceptable behaviour. This may include providing access to counselling services, offering guidance on legal proceedings, and implementing measures to prevent further incidents.

5. **Review and Revision:**

This policy will be reviewed regularly to ensure its effectiveness and compliance with relevant legislation. Any necessary revisions will be made in consultation with staff, patients, and relevant stakeholders.

Conclusion:

At Penylan Surgery, we take the safety and well-being of our patients, staff, and visitors seriously. We believe that everyone has the right to access healthcare services without fear of intimidation or violence. By adhering to this zero-tolerance policy, we aim to create a welcoming and secure environment for all.

Contact Information

For questions or concerns regarding this policy, staff members can contact:

Penylan Surgery

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Penylan

Cardiff

CF23 5SY

Tel: 02920 498181

Email: admin.penylan@wales.nhs.uk

Thank you for your cooperation in adhering to the Zero tolerance Policy at Penylan Surgery.

Date of Last Review: January 2024

Next Review Date: January 2025