

Logan Practice



Acceptable Behaviour Policy

In line with the rest of the NHS, this practice has a **zero tolerance** policy whereby aggressive, threatening or violent behaviour towards our staff will not be tolerated under any circumstances.

Any unacceptable behaviour will be addressed and appropriate action taken.

Minor incidents will incur a warning. Serious or repeated incidents may lead to you being removed from our practice list. Threatening behaviour will be dealt with by the police and you will be removed from our list immediately.

Unacceptable behaviour includes defamation of our practice by posting derogatory or hurtful comments on social media. Where this comes to our attention, we may consider this to be a breakdown in the doctor – patient relationship, meaning you may be asked to register with another practice and removed from our list.

Everyone in this practice has the right to do their work in an environment free from this type of behaviour and everything will be done to protect that right.

There will be no appeal process.

We feel sure you will understand that proper behaviour is absolutely necessary for our staff and patients and that non-observance will not be accepted.

If there are any aspects of our service that you are not entirely happy with it is essential you contact us in the correct way. We welcome all feedback - positive and negative - as it gives us the opportunity to review the service that we provide and where necessary or appropriate make any changes or improvements.

It is not appropriate to raise concerns via our website or on social media as we are unable to respond. Please contact a member of the management team on 01698 373341 or put your comments in writing. This will ensure your concerns are addressed appropriately while ensuring we can respond with patient confidentiality in mind.

Thank You.