



Zero Tolerance Statement

A Zero Tolerance Policy towards violent, threatening and abusive behaviour is in place throughout the National Health Service.

The doctors, nurses and staff in this practice have the right to do their work in an environment free from such behaviour. We will do everything to protect that right.

Any verbal or physical abuse, aggressive, offensive, intimidating, or disrespectful behaviour towards our staff will not be tolerated in this practice.

If you do not respect the rights of our staff, we may choose to inform the police and make arrangements for you to be removed from the practice list, following the steps in our formal policy.

Borough Road & Nunthorpe Medical Group also reserves the right to remove any patient seen to be making abusive or defamatory remarks on any social networking site (Facebook, Twitter etc.).

Please be aware that posting online anything that can be construed as slanderous will be treated as abuse and appropriate action will be taken by the Practice.