



Violence and Aggression Zero Tolerance Policy

Riverside Highland Medical Group is committed to providing a safe and secure environment for both staff (clinical and non clinical) and patients.

Our Staff work here to care for others - being victims of violence or abuse is not part of their job.

This organisation fully supports NHS Scotland's Zero Tolerance Campaign and any form of violence or abuse will not be tolerated.

The following behaviour is unacceptable and any person within premises carrying out such acts could be subject to exclusion and criminal prosecution:

- Excessive noise such as loud or intrusive conversation or shouting
- Threatening or abusive language involving swearing or offensive remarks
- Discriminatory, derogatory or harassing language
- Abuse of alcohol or drugs
- Drug dealing
- Wilful damage to property
- Theft
- Threats of violence
- Actual violence or assault

The team understands that unwell patients do not always act in a reasonable manner and will take this into consideration when trying to deal with a misunderstanding or complaint.

We ask you to treat your Clinicians and their staff courteously at all times.

Online and digital communication

This Zero Tolerance policy also applies to behaviour carried out online or through digital communication.

The following online behaviours are unacceptable and may result in removal from the practice list and/or further action:



- Posting defamatory, abusive or threatening comments about the practice, its staff or other patients on social media platforms
- Sending abusive, aggressive or inappropriate messages via email, online consultation systems or social media
- Sharing confidential or misleading information about staff or patients
- Harassment of staff through any digital platform

The practice reserves the right to take appropriate action where online behaviour compromises staff safety, wellbeing or reputation.

Removal from the practice list

A good patient-practice relationship, based on mutual respect and trust, is the cornerstone of good patient care. The removal of patients from our list is an exceptional and rare event and is a last resort in an impaired patient-practice relationship. When trust has irretrievably broken down, it is in the patient's interest, just as much as that of the practice, that they should find a new practice. An exception to this is on immediate removal on the grounds of violence e.g. when the Police are involved.