**THE UPSTAIRS SURGERY**

**ZERO TOLERANCE POLICY**

**The Upstairs Surgery supports the Government’s “Zero Tolerance” campaign for Health Service Staff. This states that GPs and their staff have a right to care for others without fear of being attacked or abused.**

**Aggressive behaviour, be it violent or abusive, will not be tolerated and will results in you being removed from the practice list.**

**In summary, we will not hesitate to remove patients from our practice list who use abusive, violent, threatening or offensive behaviour towards any member of our staff.**

**We ask that you treat all staff courteously, and in return, expect the same from us.**