**ABUSIVE & AGGRESSIVE BEHAVIOUR – ZERO TOLERANCE WITHIN THE NHS**

After careful consideration we feel the need to write this notice in support of our highly valued and hardworking team.

We are grateful to the vast majority of our patients who are friendly and courteous towards our staff and appreciate our teams continued hard work. However, there have unfortunately been a number of occasions recently where a small number of patients have been abusive and threatening towards our staff. Our administration and dispensary team are bearing the brunt of this unacceptable behaviour.

To prevent this escalating further, our staff have been advised to give any person who they feel to be behaving in a threatening or abusive way one warning; either on the phone or in person. If this is not adhered to the call will be disconnected or the patient will be asked to leave the surgery premises. If the person continues to be unpleasant or threatening, the police will then be called.

The surgery and the wider NHS team are under immense pressure and we strive to keep our service running as normally as possible but, unfortunately, this is not always manageable in the current climate. We are disappointed that we have had to take a strong stance against this behaviour and we thank the majority of our patients for all their understanding and ongoing support.

Please treat our staff kindly and with respect.

Thank you

Dr Louise Bramble & Dr Lucy Evriviades

Chaddesley Corbett Surgery