

# **WANDSWORTH MEDICAL CENTRE**

## **ZERO TOLERANCE POLICY – DISCRIMINATION & BEHAVIOUR**

Policy title	Zero Tolerance Policy – Discrimination & Behaviour
Version	1.0 2026
Policy owner	Practice Manager
Approved by	WANDSWORTH MEDICAL CENTRE GP Partners
Approval date	19-02-2026
Effective from	19-02-2026
Review frequency	Annual (or sooner if guidance changes)
Next scheduled review	18-02-2027
Related policies	Complaint Policy, Complaints Brochure (Patient information), Complaints Consent Form – third party, Dignity, Respect and Privacy Policy, Zero Tolerance – Removal from Patient List

**THE WANDSWORTH MEDICAL CENTRE** is committed to delivering a safe, caring and effective quality of care to our patients. The relationship between the patients and those working in the surgery is important to us and as an employer the Practice has a duty of care for the health and safety of its staff and those using the services and aims to provide a safe and secure working environment.

### **DISCRIMINATION**

The Practice has zero tolerance for any behaviour which is discriminatory on grounds of age, race, gender, trans status, social class, condition or any other factor.

The Practice will treat all patients with the utmost respect and dignity and in all matters will be wholly non-discriminatory. The Practice holds a 'Dignity, Respect & Privacy for Patients' policy which can be located on our Practice website.

### **PATIENT BEHAVIOUR**

The Practice is committed to delivering high quality of care to our patients. The relationship between the patients and those working in the surgery is an important issue and is a mutual process.

Therefore, in order to protect both the staff and other patients, we respectfully remind patients that the following inappropriate behaviour will not be tolerated:

- Swearing
- Threatening or Abusive Behaviour
- Drunkenness
- Verbal or Physical Abuse of any Kind
- Racial Abuse, Homophobia, or Transphobia
- Inappropriate demands for service
- Inappropriate use of the premises either internally or externally

### **ALL ACTS OF CRIMINAL VIOLENCE OR AGGRESSION WILL BE NOTIFIED TO THE POLICE IMMEDIATELY**

Such behaviour has a marked effect on staff and other patients and therefore, where such behaviour is observed, we reserve the right to withdraw from treating the patient and ensuring removal of those involved from the premises.

We may also request the removal from our Practice list and inform you to seek an alternative doctor.

Following any inappropriate behaviour patients will receive a letter giving notification of either the possible removal from the Practice list in the event of any more acts of inappropriate behaviours in the future, or if necessary actual removal if the patient's level of inappropriate behaviours justifies such action.