

We're here to help.

NHS



We will not accept patients who demonstrate these behaviours:

- ✘** Use force that results in physical injury or personal discomfort
- ✘** Use bullying behaviour
- ✘** Use bad language or shout
- ✘** Are rude both verbally and in writing
- ✘** Exhibit uncooperative and unreasonable behaviour
- ✘** Are aggressive or violent towards our staff
- ✘** Vandalise property

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Please be respectful towards our staff. Norfolk and Waveney NHS has Zero Tolerance towards abuse to staff. Help support us by being respectful to all Healthcare Professionals and staff you meet at your local practice or pharmacy.

We are aware that visiting your practice can, at times, be stressful and concerning for patients.

We always strive to meet patient expectation and deliver the highest standards of healthcare in Norfolk and Waveney. For the vast majority of our patients, we achieve this, despite the increasing demand for services that exists today within the NHS.

Our staff come to work to care for others, and it is important for all members of the public and our staff to be treated with respect.

In line with the rest of the NHS, aggression or violent behaviour towards staff under any circumstances will not be tolerated and patients may be removed from practice lists where behaviours are unacceptable.

Any patient who verbally abuses a member of practice staff will be sent a letter from the practice confirming that this behaviour will not be tolerated. The Police will be called in all cases of violence.

Of course, we hope that such behaviour would never escalate to these extreme actions being implemented, but staff across health and social care in Norfolk and Waveney continue to work exceptionally hard to provide the care and treatment people need in the quickest and safest ways possible.

