

Zero Tolerance Policy

Overleigh Orthodontics takes it very seriously if a member of staff or other patients are treated in an abusive or violent manner.

The practice supports the NHS zero tolerance campaign for Health Service Staff. This states that all staff have a right to care for others without fear or being attacked or abused. To successfully provide these services a mutual respect between all staff and patients must be in place. All staff members aim to be polite, helpful, and sensitive to the individual needs of our patients.

We would respectfully remind patients that very often staff could be confronted with a multitude of varying and sometimes difficult tasks and situations all at the same time. However aggressive behaviour be it violent or abusive this will not be tolerated and may result in you being removed from the practice list and in some cases the police being contacted.

For the practice to maintain good relations we would like to ask all of our patients to read and take note of the occasional types of behaviour that would be found to be unacceptable.

- Using bad language or swearing at practice staff.
- Any physical violence towards any member of staff or other patients, such as pushing and shoving.
- Verbal abuse towards the staff in any form.
- Racial abuse and sexual harassment.
- Persistent or unrealistic demands that cause stress to staff will not be accepted, requests will be met wherever possible, and explanations given when they cannot.

We ask that you always treat your orthodontists and their staff courteously.

Removal from the practice list

A good patient orthodontist relationship based on mutual respect and trust is the cornerstone of good patient care. The removal of patients from our treatment 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 best interest just as much as that of the practice, that they should find a new practice. We support the transfer of such patients care to a new provider by providing the necessary clinical information and any appropriate documentation relating to the patient.