

# THE ORCHARD PARTNERSHIP

Till Orchard Surgery | Cherry Orchard Surgery | Old Orchard Surgery | Spring Surgery



## Unacceptable Patient Behaviour Policy

*A guide for patients | Version 1.0 | May 2026*

### Our Commitment

The Orchard Partnership is committed to providing a safe, welcoming and respectful environment for all patients and staff across our four GP surgery sites.

We treat every patient with courtesy and compassion, and we expect the same in return. The vast majority of our patients are respectful and considerate, and we are grateful for this.

### Zero Tolerance

The NHS operates a zero tolerance policy on violence and abuse, and The Orchard Partnership fully supports this position. Our staff have the right to care for others without fear of being attacked, threatened or abused. This applies across all our sites and through all forms of communication — in person, by telephone, online, and in writing.

### What We Consider Unacceptable

The following behaviour will not be tolerated at any of our surgeries:

- Physical violence or assault against any member of staff, patient or visitor
- Threats of violence — verbal, written or electronic
- Verbal abuse, swearing, shouting or aggressive language
- Racial, sexual or any other form of discriminatory abuse
- Harassment of staff or other patients
- Threatening or abusive content posted on social media or other public platforms about our practice or staff
- Deliberate damage to practice property

Unacceptable behaviour by a friend, family member or carer attending on your behalf may also be treated as your behaviour under this policy.

### What Will Happen

If a patient's behaviour is considered unacceptable, we will take the following steps:

1. We may address the behaviour verbally at the time of the incident
2. We will write to you formally, setting out what occurred, why it was unacceptable, and warning that if it continues or recurs within 12 months, you may be removed from our practice list
3. If the unacceptable behaviour recurs within that 12-month period, we may remove you from our practice list. We will notify you in writing and inform NHS Bath and North East Somerset, Swindon and Wiltshire Integrated Care Board (BSW ICB), who may arrange for you to register with another practice

In cases of serious violence or immediate threat, we reserve the right to remove a patient from the practice list immediately, without a prior written warning, and to report the matter to the police.

In some circumstances, removal may also apply to other members of your household.



## We Understand That It Can Be Difficult

We know that visiting your GP or contacting the surgery can sometimes be stressful, particularly if you are worried about your health or frustrated by waiting times. We always try our best to help.

If there is anything we can do to make your experience easier — including making reasonable adjustments if you have a disability or health condition that affects how you communicate — please let us know. If you feel your behaviour may have been influenced by your health, we will always take this into account.

## How to Raise a Concern or Complaint

If you are unhappy with any aspect of your care or experience at The Orchard Partnership, we want to hear from you. Please use our Feedback and Complaints procedure. Details are available at reception or on our websites.

The submission of a complaint does not exempt anyone from this policy, but all concerns will be considered fairly.

You may also contact BSW ICB or the Parliamentary and Health Service Ombudsman if you are not satisfied with our response to your complaint.

## Contacting Us

Till Orchard Surgery, Shrewton — 01980 620259

Cherry Orchard, Codford — 01985 850298

Old Orchard Surgery, Wilton — 01722 744775

Spring Orchard Surgery, Fovant — 01722 714749

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*The Orchard Partnership | [www.oldorchardsurgery.co.uk](http://www.oldorchardsurgery.co.uk) | Version 1.0 | May 2026 | Review: May 2027*

