

Zero tolerance statement

NHS Hull CCG's zero tolerance approach to aggressive, abusive, violent or anti-social behaviour towards our staff

In line with NHS policy, NHS Hull CCG has a zero tolerance approach to aggression, abuse, violence or anti-social behaviour towards our staff.

Staff managing direct relationships with the public (face-to-face, through emails, letters or telephone calls), are offered training and support to handle aggression, abuse, violence or anti-social behaviour from patients, their relatives or members of the public.

Hull CCG is committed to:

- Ownership and responsibility of staff safety
- Introducing preventative measures to minimise risks to staff
- Ensuring relevant staff are appropriately trained
- Promoting and maintaining public awareness of our Zero Tolerance approach