**ZERO TOLERANCE**

Lily Neurology Ltd supports the Government's 'Zero Tolerance' campaign for Health Service Staff. This states that doctors and their staff have a right to care for others without fear of being attacked or abused. To successfully provide these services a mutual respect between the staff and patients has to be in place. All our staff aim to be polite, helpful, and sensitive to all patients’ individual needs and circumstances.

However, aggressive behaviour, be it violent or abusive, will not be tolerated and may result in you being discharged from our service or transferred to a different neurologist. Unlike the NHS, there is no intrinsic legal right to private medical care and appointments are provided solely at our own discretion.

We would like to ask all our patients to read and take note of the occasional types of behaviour that would be found unacceptable:

* Using bad language or swearing
* Any physical violence such as pushing or shoving
* Verbal abuse, threats or insults, including by telephone or email
* Shouting, verbal aggression or deliberate rudeness
* Racial abuse and sexual harassment
* Persistent or unrealistic demands that cause stress to staff
* Obtaining drugs and/or medical services fraudulently

We ask you to treat your doctors and their staff courteously at all times.

Where an incident has taken place, we will try to provide a warning, which may be written or verbal. However, please bear in mind this may not always be possible.

A good patient-doctor relationship, based on mutual respect and trust, is the cornerstone of good patient care. When trust has irretrievably broken down, it is in the patient’s interest that they should find a new specialist. We will make sure the transfer does not affect your medical care and your previous records will always be available to your new specialist. A full refund will be given for any cancelled appointments.