



Project Twenty21 Zero Tolerance Policy

Project Twenty21 takes it very seriously if a member of staff, one of the doctors, nursing or pharmacy team is treated in an abusive or violent way.

Project Twenty21 supports the government's 'Zero Tolerance' campaign for Health Service Staff. This states that clinicians 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 all 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. They 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. The staff understand that ill patients do not always act in a reasonable manner and will take this into consideration when trying to deal with a misunderstanding or complaint.

However, aggressive behaviour, be it violent or abusive, will not be tolerated and may result in you being removed from the Project registry and, in extreme cases, the Police being contacted.

In order for the project to maintain good relations with their patients project Twenty21 would like to ask all its patients to read and take note of the occasional types of behaviour that would be found unacceptable:

- Using bad language or swearing at practice staff
- Any physical violence towards any member of the healthcare professional, Twenty21 team or other patients.
- Verbal abuse towards the staff in any form including verbally insulting the staff
- Racial abuse and sexual harassment will not be tolerated within this project
- 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
- Abuse of individuals over social media
- Obtaining drugs and/or medical services fraudulently



We ask you to treat all staff involved in Project Twenty21 courteously at all times as they are trying to help you.

Removal from the project list

A good relationship with Project and clinic staff, based on mutual respect and trust, is the cornerstone of good patient care. The removal of patients from our registry is an exceptional and rare event and is a last resort in an impaired patient-project relationship. When trust has irretrievably broken down, it is in the patient's interest, just as much as that of the project, that they should find a new route to access medical cannabis. An exception to this is on immediate removal on the grounds of violence and serious abuse or threats e.g. when the Police are involved.

Kind Regards

A handwritten signature in black ink, appearing to read "Amelia Middlemiss".

Amelia Middlemiss

Project Director Twenty21

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