

# **Bayview Medical Practice Social Media and Zero Tolerance Policy**

At Bayview Medical Practice, we are committed to fostering a safe, respectful, and professional environment for our patients, staff, and the wider community. To achieve this, we have implemented a Social Media and Zero Tolerance Policy. This policy outlines our expectations for patient conduct, both within our practice and in online spaces, including social media platforms.

## **1. Respectful Communication**

- Patients are encouraged to share their concerns, feedback, or queries through appropriate channels such as our reception staff, patient feedback forms, or via formal complaints procedures.
- Any communication, whether verbal, written, or online, must remain respectful and constructive. Abusive, threatening, or defamatory language or behaviour will not be tolerated.

## **2. Social Media Guidelines**

- Posting defamatory, false, or misleading statements about Bayview Medical Practice, its staff, or its services is strictly prohibited.
- Social media is not an appropriate forum for addressing personal grievances regarding medical care. Patients are urged to contact the practice directly to resolve any issues.
- Posts or comments that compromise the privacy or confidentiality of staff or other patients will be taken seriously and may lead to action.

## **3. Zero Tolerance for Abuse**

Bayview Medical Practice operates a zero-tolerance policy regarding abusive or aggressive behaviour towards staff, patients, or anyone associated with the practice. This includes (but is not limited to):

- Verbal abuse, threats, or intimidation.
- Physical aggression or harassment.
- Defamatory or malicious comments made in person or online.

## **4. Consequences of Breach**

Patients found to be in breach of this policy may face consequences, including:

- Written warnings.
- Removal from our practice's patient list.

- Reporting to relevant authorities if necessary.

## **5. Protecting Our Team and Patients**

We take the safety and well-being of our staff and patients seriously. This policy is in place to ensure that all individuals associated with Bayview Medical Practice can expect a professional and supportive environment.

## **6. Feedback and Complaints**

We are committed to improving our services and welcome constructive feedback. If you have any concerns or issues, please use the following channels:

- Contact the reception team to arrange a discussion with the appropriate staff member.
- Submit feedback via the formal complaints procedure, available on request at reception or on our website.

Thank you for your understanding and cooperation in helping us maintain a positive, respectful, and professional environment.

**Bayview Medical Practice**  
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