



BALLASALLA MEDICAL CENTRE

EMPLOYEE HANDBOOK

Tracked changes;

Approved and Implemented 2022	
Year updated	Reason for update
July 2012	New Partnership
February 2013	Change in Admin Staff
January 2014	Reviewed - no changes
April 2017	Change of Partnership
January 2018	New Partnership and Staff
August 2019	Staff as Patients and TOIL Rules
October 2020	New Sick Pay Rules
December 2020	Holiday Rules updated
April 2021	Reviewed – no changes
November 2021	New Partnership
July 2022	New Partnership

WELCOME & INTRODUCTION LETTER

Ballasalla Medical Centre
Main Road
Ballasalla
Isle of Man
IM9 2RP

Dear Employee

We extend a warm welcome to you on joining our Practice and hope that you will become a happy and valuable member of our excellent team.

We need all our employees to be successful in today's ever more competitive market place, and want to help each of you to play your part to the best of your ability for mutual benefit.

Please study the contents of this Handbook carefully. It contains a great deal of helpful information as well as our rules & regulations and is aimed at clarifying the terms and conditions of employment relating to all staff.

Together with your Contract of Employment, this Handbook sets out the main terms and conditions of your employment. Where there are any inconsistencies between the Handbook and your Contract of Employment, the contract prevails.

The Handbook will be updated from time to time and you will be notified of updates as and when they occur.

If you require clarification about any of its contents, please discuss them with Katie Wiltshire, Practice Manager, prior to signing the acceptance declarations.

Yours sincerely

The Partners
Ballasalla Medical Centre

GENERAL NOTICES

This section of the Handbook contains information relating to various rules and procedures. It also gives guidance in specific areas.

To avoid doubt, this section of the Handbook forms part of your employment contract.

Job description

You will be provided with a detailed job description of your position. Your job description may change from time to time in relation to our changing needs and to your own ability and the Practice reserves the right at any time to require you to carry out any other duties that are reasonable for you to carry out.

Job flexibility

To allow us to operate efficiently and gain maximum potential flexibility is essential.

It is an express condition of employment for you to be prepared, whenever necessary, to transfer to alternative duties within the Practice.

While colleagues are on holiday, it may become necessary for you to take over some of their duties. In the same way while you are on holiday colleagues will perform some of your duties.

Place of Work

Your place of work is as set out in your contract of employment.

Hours

These are as set out in your contract of employment.

You will not be required to work more than the maximum number of hours prescribed by law, currently 37 hours per week for admin and 37.5 for nursing staff.

If you are working for more than 6 hours in one day it is a legal requirement for you to take a break. When these breaks are to be taken is to be agreed with the Practice Manager.

Employee training

As your employment progresses your skills may be extended to include new activities and responsibilities within the Practice.

Where necessary and possible, the Practice will arrange training for you. You must attend all training sessions required of you and take all steps to promote your own improvement at all times.

Performance and Review Appraisal

We will monitor your work performance by means of a personal review carried out yearly. We do this to maximise your strengths and improve any possible weaknesses.

The performance reviews are a positive process, which we believe are beneficial to both of us.

Changes in personal details

You must notify us of any change of address, marital status etc, so we may maintain accurate information on our records and make contact with you in an emergency. Such changes should be sent to the Practice Manager.

Please ensure you inform us of any change to your Bank Account details. Failure to supply us with such information may result in payments being sent to incorrect account details.

Probationary Period

You join us on an initial probationary period of six (6) months. This does not prejudice our right to dismiss, in accordance with the noted provisions contained in your individual statement of terms and conditions of employment, or without notice for reasons of gross misconduct, should this be necessary.

During your probationary period, your work performance and general suitability will be assessed and, if satisfactory, your employment with us will continue.

If your work performance is not up to the required standard or you are considered to be generally unsuitable, we may either take remedial action or terminate your employment.

At the end of your probationary period, you will again be assessed and if satisfactory, you will become a member of our regular staff.

If you have not reached the required standard, we may either extend the probationary period in order that remedial action may be taken, or terminate your employment.

Time off

Time off may be required for medical or dental appointments, or for domestic reasons. Where such time off is required it will only be granted at the discretion of the Practice Manager.

You will be allowed reasonable paid time off during your pregnancy to attend ante-natal appointments. You should inform the Practice in advance of any of these absences and you may be required to provide evidence of any such appointments. Where possible, such appointments should be outside normal working hours.

If you have any queries about any of these please contact the Practice Manager.

Employees Registered as Patients

Any member of staff first employed after the 1st January 2019 cannot be registered as a patient at Ballasalla Medical Centre. Any employee currently registered with the practice is encouraged to re-register with another practice.

Wages, Salaries and Benefits

Overpayments

If we accidentally overpay you, you must immediately notify the Practice Manager. Failure to report an overpayment may result in disciplinary action being taken against you.

The total overpayment will usually be deducted from your next wage / salary payment and you consent to such a deduction being made.

If this would cause hardship, arrangements may be made for the overpayment to be recovered over a longer period – this should be discussed with the Practice Manager and is at all times subject to the discretion of the Practice.

Income Tax

At the end of every tax year we provide you with a form T14. This shows the total pay you have received during the year and the total amount of income tax deductions and national insurance contributions made on your behalf.

You must keep your T14 form in a safe place, as it may be necessary to produce it when making enquiries with the Inland Revenue or the D.H.S.S.

If you lose your T14, we can in some cases issue you with a duplicate copy, although the fact that it is a duplicate, along with the fact that the original has been lost, will be stated on the duplicate copy.

Shortage of Work

If there is a shortage of work, we will endeavour to maintain a continuity of employment. This may entail placing people on short time, lay off or suspending employees from work without pay, other than statutory guaranteed payments. This will be done in accordance with the provisions of current employment law.

Overtime Payments

Overtime is payable at normal hourly rate for work done in excess of your normal hours in a week. Any overtime payments made are approved by the Practice Manager.

Additional overtime payment will be made at the rate normally paid for an hour's work.

Travel Expenses

We will reimburse you for costs incurred whilst travelling on our business. However, in order to claim reimbursement you must provide documentary evidence e.g. receipts, tickets of all expenses claimed.

Where evidence of expenses cannot be produced, payment will be made at the discretion of the Practice.

Bereavement Leave

Bereavement leave may be granted at the discretion of the Practice. This should be discussed with the Practice Manager.

Expenses

Receipts must be obtained for all products for re-imbusement from the Practice.

Declaration in relation to deduction from wages

The Practice has the right to deduct from your pay any sums which you may owe the Practice including, without limitation, any overpayments or loans made to you by the Practice or losses suffered by the Practice as a result of your negligence or breach of Practice rules.

In particular, if you leave the Practice during a holiday year and have taken more holiday than your pro rata accrual, the Practice has the right to deduct this overpayment from your salary during your notice period.

ANNUAL LEAVE (Holidays) AND PUBLIC/BANK HOLIDAYS Entitlement & Conditions

Requesting a holiday

Reasonable notice, no less than one week, must be given of your intention to take leave with discretion to take leave with a shorter request/notice period if needed and approved by the Practice Manager. Holidays are to be requested via TeamNet or by email to the Practice Manager. The Practice Manager will approve any holiday request, when adequate cover has been arranged. You are advised to have your leave approved before you book your trip.

Considerations

As a courtesy, we ask that you advise other members of staff of intended holidays as they may have to cover you. All bank holiday weekends and school holidays would be classed as a period of Prime Time. Any holidays not taken by the beginning of the last quarter (January) should be arranged as soon as possible and a maximum of five days may be carried forward to the next calculation or paid in April following the years' allowance. Exceptions to the rules are at Managers discretion.

Holiday entitlement

The holiday year to runs from 1st April to 31st March.

Unpaid leave is not permitted unless approved by the Practice Manager.

Compassionate leave will be approved by the Practice Manager up to and no more than the equivalent of a full working week.

Christmas and New Year Rota

A rota for Admin Cover has been put in place for the period 1.00pm – 6.00pm on both Christmas Eve and New Year's Eve. This is to give each admin staff the opportunity of not having to work in the afternoon of these special days.

Bank Holiday Calculation

In addition to your annual holiday entitlement, you will be allowed the following public holidays each year with basic pay at the discretion of management.

New Year's Day

Good Friday

Easter Monday
First Monday in May
Last Monday in May
Senior Race Day
Tynwald Day
August Bank Holiday
Christmas Day
Boxing Day

Your Bank holiday allowance will be calculated pro rata as per your basic hours. This is calculated yearly and may mean you have a deficit to repay to the practice.

Annual Leave Entitlement

As outlined in your contract. Swop duties to be agreed by the Practice Manager for exceptional circumstances. Holiday pay is paid at normal basic rate. Holiday entitlement will be affected if on sick leave for a period of over 26 weeks.

If your employment either commences or terminates during the course of a holiday year your entitlement is calculated as one twelfth of the annual holiday entitlement for every month of completed service during the holiday year.

Study leave

By approval of the Partners and Practice Manager.

Jury service

Current DTI guidelines for Jury Service are:-

Time off for jury service and other public duties. (Employment Act 2006 sections 39-40)

An employee has a right to time off without pay for jury service during working hours.

Snow Days

If you are unable to travel to work because of snow you will be required to make the time up or take a day's holiday.

Confidentiality and Misconduct Procedure

Standards of confidentiality apply to all health care professionals, clinical, administrative and ancillary staff, including nurses, receptionists, secretaries, practice manager, and cleaners who are bound by contracts of employment to maintain confidentiality.

You must not reveal, to anybody outside the Practice, personal information you learn in the course of your work, or due to your presence in the surgery, without the patient's consent. Nor will you discuss with colleagues any aspect of a patient's attendance at the surgery in a way that might allow identification of the patient unless to do so is necessary for the patient's care.

You must not, under any circumstances, disclose other confidential information about the Practice and its workings to anyone outside the Practice unless with the express consent of the Partners. You remain bound by the requirement to keep information confidential even if you are no longer employed by the Practice.

Practice Sick Pay

Your entitlement under the employer's own sick pay scheme which may be revised or withdrawn at their discretion is as follows;

Less than 6 months period of continuous service

Full Basic Salary 1 week

Half basic salary 1 week

6 months- 2 Years period of continuous service

Full Basic Salary 4 weeks

Half basic salary 2 weeks

2 Year period of continuous service

Full Basic Salary 8 weeks

Half basic salary 4 weeks

Notification of absence because of sickness must be made as early as possible on the first day of sickness. A self-certification should be completed for a period of sickness less than 7 days. If the absence continues beyond a working week a medical certificate should be submitted. Any benefit claimed for and received, within the period covered by the employer's sick pay scheme, (on full basic salary) should be reimbursed to the Practice. The maximum sick leave is calculated to 2 periods in any one year (1st April – 31st Mar). For the purposes of the sick pay scheme "one week" represents the number of days worked in your normal working week .

Maternity Leave

Any maternity leave is granted in line with Isle of Man Employment Law.

Returning to work after absence

On your return to work after any period of sickness, you must complete the Sickness Self-Certification Form. You may also be required to attend a "Return to Work Interview" with the Practice.

Failure to abide by the requirements may lead to disciplinary action being taken, and / or loss of appropriate sick payments. If we consider it necessary, arrangements will be made for you to be medically examined, at our expense and only if you consent to such an examination.

We reserve the right to choose the medical practitioner to carry out the examination and no medical report provided by you on your condition will remove the right of the Practice to appoint its own practitioner to carry out an examination.

A serious view is taken of non-genuine sickness leave. Where this occurs it will result in disciplinary action being taken.

Absence through continued sickness

If you are absent from work on a regular or prolonged basis, the Practice may have to consider terminating your employment on the grounds of incapacity. The Practice reserves the right to make a decision to dismiss before sick pay entitlement has been exhausted.

Pension Scheme

Employees are advised that there is an "NHS pension scheme applicable for General Medical Practitioner Practice Staff" in relation to this post. If you wish to be included in the Pension Scheme, please inform the Practice Manager.

State Pension Scheme

It may be possible to contract out of the state pension scheme by taking out an appropriate personal pension. Once again before taking such a decision we recommend you seek independent financial advice.

Notice of Termination of employment

Employee to Employer - If you wish to terminate your employment with the Practice, you are required to give a written notice of your intention to terminate your employment of no less than four weeks.

Employer to Employee - Should the Practice wish to terminate your employment, you will be entitled to notice as follows. You are entitled to receive in writing a minimum period of notice which is calculated as follows:-

You are entitled to receive one week's notice of termination, increasing to two weeks after two years' service. Thereafter your notice entitlement and requirement will increase by one week for each individual complete year of service up to a maximum of 12 weeks for 12 years' service or longer. By mutual agreement the period of notice may be varied.

Disciplinary Rules and Procedure

Our aim is to encourage improvement in individual conduct and performance. This procedure sets out the action which will be taken if your conduct does not match the standards that we expect. At each stage of this formal procedure, you will be informed of the issue and with the exception of gross misconduct, given constructive criticism and the chance to rectify the problem with an emphasis on finding ways in which you can remedy any shortcomings. Disciplinary action will normally be taken by your manager and you will be given written confirmation of any formal warning that you receive.

No disciplinary action will be taken against you until a full investigation has been carried out and you have attended a disciplinary hearing at which you will have a chance to explain your actions or

inactions. You may be accompanied by a colleague or trade union representative of your choice at any disciplinary hearing.

The following procedure may be implemented at any stage, depending upon the seriousness of the issue but will not apply during the first six months of your employment which are classed as a probationary period.

Procedure

Investigation - in all cases the matter will be investigated and you will be informed as to the outcome. Where the allegation relates to an issue of gross misconduct, you may be suspended on full pay to allow the investigation to run smoothly. If the investigation suggests that misconduct has occurred, you will be invited to attend disciplinary hearing.

Disciplinary hearing

You will be advised what the problem is and when to attend the disciplinary hearing. You are entitled to be accompanied by a work colleague or Trade Union Representative. At the hearing you will be given the opportunity to put your case forward. If having heard all the evidence, the case against you is proven, then one of the following stages (either a or b), will be implemented:

a) Disciplinary Stages

Stage 1 – oral warning

If conduct or performance is unsatisfactory, you will be given an oral warning. Such warnings will be recorded, but disregarded after 3 months of satisfactory service. You will be also informed that action at Stage 2 may be taken if there is no sustained improvement or change. (Where the first offence is sufficiently serious, for example because it is having, or is likely to have, a serious harmful effect on the organisation, it may justifiable to move directly to a final written warning).

Stage 2 – first written warning

If an offence is sufficiently serious, or if there has been no improvement in conduct or performance despite a previous warning, or if a further offence of a similar kind occurs, a first written warning will be given which will include the reason for the warning and a note that if no improvement results within a specified period, action at Stage 3 may be taken. This first written warning will be disregarded after 6 months.

Stage 3 – final written warning

If the conduct or performance is still unsatisfactory, or if the misconduct is sufficiently serious to warrant only one written warning but insufficiently serious to justify dismissal, a final written warning will be given which will include the reason for the warning and a note that if no improvement results within a specified period, action at Stage 4 may be taken, which may include dismissal. This final written warning will be disregarded after 12 months.

Stage 4 – dismissal or action short of dismissal

If the conduct of performance has failed to improve within the required timescale, you may be dismissed or be subject to an action short of dismissal which may include:- demotion, transfer, loss of seniority (as allowed in the contract). You will be advised in writing of any decision and in cases of dismissal, the reasons for your dismissal.

b) Gross Misconduct

If following the disciplinary hearing, it is confirmed that you have committed an act(s) of gross misconduct then the normal consequence will be summary dismissal without notice or pay in lieu of notice. The following are examples of what we consider to be gross misconduct; the list is for guidance and is not exhaustive:

- Theft or unauthorised possession of company, colleagues' or customers property
- Attending work under the influence of alcohol or non-prescribed drugs
- Fighting or assault
- Racial or sexual harassment or bullying
- Smoking in non-designated areas
- Negligence resulting in unacceptable loss or risk of injury
- Inappropriate use of the company internet and email
- Breach of confidentiality
- Deliberate falsification of any records, including time sheets, absence records etc., in respect of yourself or a fellow employee;
- Engaging in private work on our premises and/or in working hours without express written permission;
- The destruction, damage or sabotage of our property, or any property on our premises;
- Infringement of the health and safety rules
- Gross insubordination and / or the refusal to carry out legitimate instructions given by the Practice Manager or GP.
- A serious breach of the Data Protection Regulations and / or the Code of Confidentiality.

Appeal procedure

You have the right to appeal against any disciplinary penalty given to you at any of the above stages. You should submit your appeal, in writing to the Practice Manager within 5 working days

Grievance and Grievance Procedure

Stage 1

If you have a grievance about your employment you should first raise it verbally with the Practice Manager

Stage 2

If the reply given at stage 1 does not satisfactorily resolve your grievance, you should detail your grievance in writing, submitting it to one of the Partners.

Stage 3

If the matter remains unresolved, you may appeal in writing to the Senior Partner who will aim to give you a decision within 5 working days. This decision will be final.

E-Mail, Internet and Telephone Policy

This is to advise everyone that the use of the E-mail system for abusive, sexual, pornographic, racist or offensive E-mails is strictly FORBIDDEN. Anyone found to be using the Email system in this manner will be guilty of gross misconduct.

Private E-mails

It is not permitted to open any Internet E-Mail Service / Personal Account and use a Practice PC for private use. One of the reasons for this is that viruses very often infect such services and can then be brought into the Practice and damage our systems. Failure to comply with this prohibition will be treated as misconduct and possibly gross misconduct.

It is your responsibility to inform your friends and family that it is not permitted for them to send you personal E-mails and that they must send all such E-mails to your home E-mail server and not to the Practice's E-mail address or server.

Writing, Receiving and Passing-on E-mails

You are expected to use professional, civil and, in so far as is possible, amicable language when E-mailing, either internally or externally.

It is quite unacceptable to use the E-mail system to send jokes or messages of a personal, abusive, pornographic, offensive, sexual and / or racist nature. What may appear funny to you may be regarded as offensive and / or distasteful or hurtful to others. It is equally forbidden to distribute or pass on in any form E-mails of the above nature, once received by you.

You are expected to show the same degree of care and propriety when sending E-mails internally as you do when sending them externally.

The sending of some communications may also be a criminal offence.

Periodic sweeps of the Practice's I.T. Infrastructure, Servers and P.C.'s may be conducted by Isle of Man Government to ensure that the E-mail and Internet policies are being observed.

Use of the Internet and your PC

Warning

An employee will be deemed to have committed Gross Misconduct if s/he uses unauthorised software, uses internet facilities for non-business use, illegally copies software, gains unauthorised access to a computer or file on a computer, or commits any other breach of data security rules laid down by Statute or the Practice.

This will include (but is not limited to) sending offensive or inappropriate E-mails or accessing, downloading, viewing or distributing offensive, unsuitable, obscene or pornographic web pages or materials from the Internet.

For the avoidance of doubt, the use of chat rooms, blogs and social networking sites to post confidential, offensive, derogatory or otherwise disparaging remarks about the Practice or its employees, officers, agents, customers or suppliers shall be treated as gross misconduct under the Practice's Disciplinary Procedure.

You must not load onto your PC any non-Practice-approved software. By doing so, you expose the Practice's computer systems to virus infection.

Employees should be in no doubt as to the gravity with which the Practice views these rules, breach of which may be considered Gross Misconduct for which the penalty is summary dismissal.

We reserve the right to monitor, at any time, an employee's internet history and email correspondence.

Telephone Calls

Personal telephone calls are allowed but must be kept to a minimum. Incoming mobile telephone calls should also be kept to a minimum.

Under recent legislation, we are entitled to monitor and record incoming Practice telephone calls. These systems belong to the Practice and are connected to the outside telecommunications system.

We also reserve the right to carry out such monitoring and recording where we have reasonable grounds to believe that criminal offences or breaches of Practice rules and policies may be taking place.

Health and Safety

The Practice's Policy on Health and Safety at Work is to provide as safe and healthy working conditions as possible and to enlist the support of its employees towards achieving these ends. All staff have a duty to take reasonable care to avoid injuries to themselves or to others in their work activities. The main hazards that staff should be aware of are:

- a) medical instruments especially needles etc. in the consulting rooms
- b) prams, bicycles, toys etc.

Any accident or injury to a member of staff or the public should be reported immediately to the Practice Manager and Partner on duty, and recorded in the Practice Accident Book.

Smoke-Free Workplace Policy

Introduction

Smoking is now banned in enclosed public places including Workplaces across the whole of the Isle of Man. The ban includes tobacco, cigarettes, pipes, cigars and herbal tobacco products which are prohibited from the moment of lighting, even if the substance is not actively being inhaled by someone. The ban also extends to vaping.

All Isle of Man public areas and workplaces used by more than one person (e.g. offices, shops, pubs, restaurants, factories and membership clubs) are smoke-free if they have a ceiling or roof and meet the 50% enclosed rule.

This policy has been developed in consultation with workers and their representatives to help provide a healthy, safe and comfortable working environment. The policy applies to all workers at all levels. All Practice premises are smoke and vape free.

Adequate signs have been erected to inform all employees and visitors of the smoke free nature of the Practice's premises.

The consumption of alcohol and the possession, use or distribution of drugs for non-medicinal purposes is strictly forbidden on Practice premises. Contravention of this rule will be classed as gross misconduct.

The Practice reserves the right to require you to undergo testing or medical examination where it suspects that there has been a breach of this policy.

The Practice also reserves the right to require you to undergo testing or a medical examination to determine whether a controlled drug has been taken or to determine whether you have an alcohol abuse problem and to determine the cause of the problem.

Refusal to undergo tests or examinations of this nature will be treated in accordance with the disciplinary procedure and may be classed as gross misconduct.

If any test or medical examination reveals a positive result for a controlled drug or where you admit that there is a problem, the Practice reserves the right to suspend you to allow the Practice to decide whether to deal with the matter under the disciplinary procedure or whether to require you to undergo treatment and rehabilitation.

If you are offered treatment or rehabilitation, the Practice will determine, in consultation with its medical adviser, an appropriate time period during which you will be required to undergo medical treatment.

The Practice will determine your fitness to return and, if it does not consider that you are fit to return, the Practice will require you to take unpaid leave.

The Practice reserves the right to withdraw support and will proceed to deal with your actions under the disciplinary procedure if you disobey an order given by the Practice to you relating to your rehabilitation or if you suffer a relapse during or following treatment.

Housekeeping

Both with regard to safety and appearance work areas must be kept clean and tidy at all times. Papers should not be kept on desks and should be filed away as appropriate. Personal belongings should be removed from office areas.

Passageways and entrances / exits should be kept clear at all times.

Staff room

We provide a staff room for your use. This is located on the first floor of the building and must be kept clean and tidy at all times

Hygiene

Any cut or burn on the hand or arm must be covered with a suitable approved dressing. If you are suffering from an infectious or contagious disease or illness, or if you are suffering from a bowel disorder, boils, skin or mouth infection, you must not report to work without clearance from your doctor. The Practice's sickness absence notification rules must be followed in this regard.

In these circumstances even after obtaining clearance from your doctor you must get clearance from one of the GP partners.

Any contact with a person suffering from an infectious or contagious disease must be reported to the Practice Manager before commencing work.

Employees' property

As we do not accept liability for loss of, or damage to property you bring onto the premises, please do not bring personal items of value onto the premises. Please do not leave any personal items on the premises overnight.

Statements to the Media

Any statements to any member of the media given about or on behalf of the Practice must be given only by a Partner. A breach of this rule will be treated as gross misconduct.

Mail Policy

Incoming mail

As all mail we receive is opened, including mail addressed to individuals, private mail should not be sent care of our address.

Outgoing mail

No private mail may be posted at our expense.

Friends and relatives contact

Friends and relatives should be discouraged from contacting you at work except in the case of emergency.

Staff Purchases

You may purchase foods from the company for your own use or for other members of your household. Goods must be paid for in full and a receipt must be obtained before being removed from the site.

Equal Opportunities Policy Statement

We are an equal opportunities employer. We are committed to ensuring that all our staff and applicants for employment are protected from unlawful discrimination in employment.

What is Discrimination?

Direct discrimination occurs where someone is treated less favourably and put at a disadvantage on discriminatory grounds in relation to his or her employment. Direct discrimination may even occur unintentionally.

Indirect discrimination occurs where the individual's employment is subject to an unjustified condition which one person, due to for example sex, race, age, nationality, religion, or religious or philosophical belief, finds more difficult to meet although, on the face of it, the condition or requirement is neutral.

Victimisation occurs where an individual is treated less favourably than colleagues because s/he has taken action to assert their statutory rights or assisted a colleague with information in that regard.

Harassment occurs where an individual is subjected to unwanted conduct that has the purpose or effect of violating that person's dignity or creates an intimidating, hostile, degrading, humiliating or offensive environment for the individual.

Our Commitment

All employees and job applicants will be treated equally, fairly and with respect.

Training Development and progression opportunities are available to all employees.

No employee or potential employee will receive less favourable treatment or will be discriminated against on the grounds of sex, race, colour, religion, religious or philosophical belief, nationality, ethnic or national origin, age, marital status, civil partnership, disability, sexual orientation, trade union membership or activity or on the basis of gender re-assignment.

All employees have a personal responsibility for the application of this equal opportunity policy, which extends to the treatment of both fellow employees and customers.

Any employee who believes s/he may have been unfairly discriminated against is encouraged to use our grievance procedure.

Any employee who conducts himself or herself in a discriminatory manner (whether on the grounds of sex, race, colour, religion, religious or philosophical belief, nationality, age, ethnic origin, marital status, civil partnership, disability, sexual orientation or gender re-assignment) towards another employee, customer or member of the public will be guilty of gross misconduct and will be subject to disciplinary action.

Political and religious activities

As an organisation we have no political or religious bias. We allow no political or religious activities on our premises.

Work Accidents

If you have an accident at work, you must report it to the Practice Manager at once.

Fire Procedures

If you discover a fire, you must:

- (i) Immediately operate the nearest alarm call point;
- (ii) Attack the fire, if possible and safe to do so, with appliances provided;
- (iii) Check that the Fire Brigade has been called. If not, call them yourself if possible and safe to do so.

All passageways should be kept clear at all times and doorways and fire safety appliances should not be obstructed.

Behaviour at work

We must all behave with civility towards others. Rudeness will not be tolerated towards other members of staff, customers or members of the public.

Objectionable or insulting behaviour or bad language may render you liable to disciplinary action.

We must all use our best endeavours to promote the interest of the Practice. During normal working hours you must devote the whole of your time, attention and ability to the Practice.

Our property

Use of our property for a purpose other than normal duties is not permitted.

No property is to be taken away from our premises without prior permission from the Partners or the Practice Manager.

You must notify the Practice Manager of any damage to the property or premises immediately.

Time keeping and absence

You must attend work punctually at the specified times.

Any absence must be notified in accordance with the procedures set down in this handbook. If you fail to do this it may result in disciplinary action and/or loss of payment.

All absence from work, including leaving before the normal finishing time is treated as unauthorised and may result in disciplinary action unless you are given express permission to be absent.

Standards of dress

As you are liable to come into contact with customers and members of the public you must present a professional image in both your appearance and dress.

You should wear appropriate clothes relative to your job responsibilities and your position, which must be kept clean and tidy at all times.

Should you have any difficulty complying with the requirements of the Practice in this regard, or for any other genuine reason, you should speak with your manager about it.

If you are not satisfied with the response given, you are encouraged to follow the Practice's grievance procedure.

Dignity at work

Personal Harassment

We wish to ensure that your workplace will be free from threats, bullying and harassment and that all members of staff are treated with dignity and respect.

We will not tolerate any bullying or harassment in or outside the workplace, and we will take disciplinary action against offenders.

We will ensure that all employees have the opportunity to discuss confidentially and sympathetically any concerns about bullying and harassment.

Policy

We have published these procedures to inform employees of the type of behaviour that is unacceptable and provide employees who are the victims of personal harassment with a means of redress.

All allegations will be investigated promptly, thoroughly, confidentially and a resolution sought. If you are unsatisfied with the resolution, you should progress the matter via the Practice Grievance Procedure.

All employees are under a duty to comply with these rules. Failure to do so will result in disciplinary action being taken against you.