

Code of behaviour

What we expect from you



Information for patients and visitors Sheffield Teaching Hospitals

The right to courtesy and consideration

Sheffield Teaching Hospitals NHS Foundation Trust aims to give its patients high quality care in a secure environment. Whilst you are in our care or visiting our premises you have the right to expect courtesy and consideration from our staff and from other patients and visitors, and they have the right to expect the same courtesy and consideration from you.

Keeping you informed about your care

Being in a hospital, as a patient, outpatient or visitor can be a frightening experience. You may be worried about your condition or that of your relative; you may be anxious about your treatment or frustrated by the inevitable delays and problems that occur when a very large organisation is trying to look after the needs of many people every day. We will do our best to keep you informed, answer your questions and ease your worries. In return we ask that you help us and each other by obeying some simple rules of behaviour.

What we expect from you

Please note that the following behaviours are unacceptable on Trust Premises:

- Verbal abuse which prevents staff doing their job or makes them feel unsafe
- Violence to persons or property
- Threatening behaviour
- Threatening or abusive language involving excessive swearing or offensive remarks
- Derogatory racial or sexual remarks
- Offensive sexual gestures or behaviours
- Smoking on Trust grounds or premises
- Shouting, or loud or intrusive conversation
- Criminal activity, such as theft or drug dealing/taking
- Abusing alcohol and drunkenness
- Malicious allegations relating to members of staff, other patients or visitors
- Taking photographic, video or digital images of staff, patients or visitors without gaining consent

Actions we will take for persistent unacceptable behaviour

If you do any of the above you will be asked to stop. If you persist in unacceptable behaviour then the Trust reserves the right to do the following:

1. Escort visitors off the premises and, if necessary, restrict or ban further visits.
2. Issue verbal warnings to patients whose behaviour is unacceptable.
3. Issue a written warning if unacceptable behaviour persists.
4. In the last resort, remove the patient from Trust premises and cease treatment.
5. Report any criminal activity to the police.
6. Prosecute anyone causing injury or damage.

The Trust will only exclude a patient whose behaviour persistently puts other patients, staff or property at risk. The Trust will not exclude patients who require emergency treatment, or whose behaviour results from their illness or treatment.



Sheffield
Hospitals
Charity

To help support your local hospitals visit
sheffieldhospitalscharity.org.uk

Registered Charity No. 1189762



Alternative formats can be available on request. Email: alternativeformats@sth.nhs.uk

© Sheffield Teaching Hospitals NHS Foundation Trust 2019

Re-use of all or any part of this document is governed by copyright and the "Re-use of Public Sector Information Regulations 2005" SI 2005 No.1515. Information on re-use can be obtained from the Information Governance Department, Sheffield Teaching Hospitals. Email infogov@sth.nhs.uk