

SCR Business Process: 11 – Escalation process for a patients question

Purpose: To ensure that where a patients question cannot be answered or the patient is unhappy with the answer, they are put in contact with the appropriate team who can help. Where a patient is abusive or rude, the member of staff dealing with the question is not required to tolerate their behaviour and is entitled to refer the patient to a member of staff designated to deal with such issues.

