



# Hope Family Medical Centre

## Introduction

The purpose of this policy is to address instances of unacceptable behaviour which may cause harm or the fear of harm to any person within the Practice. The scope of this policy is therefore:

Instances of violence or aggression committed by any person, whether patient or visitor or any other person working within the practice against any patient, visitor, or other person working within the practice.

## Zero Tolerance Policy

The practice considers aggressive behaviour to be any personal, abusive and aggressive comments, cursing and/or swearing, physical contact and aggressive gestures. No abuse of staff is acceptable whether verbal or physical. All abuse will be reported to the Practice Manager who will keep a log of all incidents.

All physical abuse of any of our staff by our patients is reported to the police. The patient will then be removed immediately from our list. If the police are not informed, the Business Services Centre will inform the patient of the need to register with a new doctor. In these circumstances, the General Practitioners are still obliged to see the patient if they come into the surgery within the next seven days.

Any physical abuse by a patient of another practice will be reported to the police by the Practice Manager and to the patient's own practice. A request for action will be made in all cases.

Any physical abuse by a person not registered with this surgery is to be reported to the police by the Practice Manager, wherever possible. The Practice Manager or person in charge of the patient's own surgery will be informed.

Any incident of verbal abuse whether in person or on the telephone should be reported immediately to the Practice Manager and recorded in the log book kept in the reception area. If appropriate, the Practice Manager will discuss the incident with one of the GPs and a formal letter will be sent to the patient. A copy will be kept with the medical records. Any response to the letter will be recorded in the log book and the letter will be kept on file. The log book can be reviewed weekly and discussed if necessary at the staff meeting.

If the patient's name appears 3 times in the log book, a final letter will be written warning him / her that any further abusive behaviour will result in removal from the list. On the fourth occasion, the patient will be removed immediately from the list and a letter will be sent to the patients confirming this.

If the patient is from another practice, the Practice Manager will report any incident to the Practice Manager or person in charge of the patient's own surgery and requesting action to be taken.

All incidents will be reported to the Practice Manager or to a GP (in the absence of the practice manager) who will take appropriate further action.