

The Avenue Medical Centre

Zero Tolerance Policy

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| Practice Name: | The Avenue Medical Centre |
| Policy Name: | Zero Policy (Violence and Aggression) |
| Approved By: | Partners and Practice Manager |
| Date Of Approval | 21/09/2015 |
| Distributed To: | GP Partners Practice Manager All Practice Employed Staff |
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THE AVENUE MEDICAL CENTRE

Zero Tolerance Policy (Violence and Aggression.)

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, visitor or any other person working within the practice against any patient, visitor, or other person working within the practice.

The Avenue Medical Centre will not tolerate any threatening, aggressive, abusive, or violent behaviour towards employees engaged in their lawful duties. Violent or abusive behaviour will not be tolerated and decisive action will be taken to protect staff, patients and visitors.

The Practice is committed to providing a safe and secure environment and anti-social behaviour of any kind will not be tolerated.

The Practice is committed to supporting criminal proceedings and redress, and where appropriate will apply sanctions to withdraw healthcare services to the perpetrator if employees are subjected to unwarranted and unsolicited anti-social behaviour and/or abuse.

ZERO TOLERANCE POLICY

The Avenue Medical Centre takes it very seriously if a member of staff or one of the doctors or nursing team is treated in an abusive or violent way.

The Practice supports the government's 'Zero Tolerance' campaign for Health Service Staff. This states that GPs and their staff have a right to care for others without fear of being attacked or abused.

To successfully provide these services a mutual respect between all the staff and patients has to be in place. All our staff aim to be polite, helpful, and sensitive to all patients' individual needs and circumstances. They would respectfully remind patients that very often staff could be confronted with a multitude of varying and sometimes difficult tasks and situations, all at the same time. The staff understand that ill patients do not always act in a reasonable manner and will take this into consideration when trying to deal with a misunderstanding or complaint.

However, aggressive or threatening behaviour, be it violent or abusive will not be tolerated and may result in you being denied access to the Practice, and in extreme cases, the Police may be contacted.

In order for The Avenue Medical Centre to maintain good relations with the patients we would like to ask all its patients to read and take note of the occasional types of behaviour that would be found unacceptable:

- Using bad language or swearing at staff
- Any physical violence towards any member of the primary care team or other patients, such as pushing or shoving
- Verbal abuse or threats towards the staff in any form including verbally insulting the staff
- Threatening and or Intimidating behaviour
- Racial abuse and sexual harassment will not be tolerated
- Not tolerating any discrimination or perceived discrimination against, or harassment of, any visitor - This relates to any form of abuse from patients or

staff which includes (but is not limited to) homophobia, biphobia, transphobia, racism, sexism, ageism, or harassment or abuse on basis of disability, marriage or civil partnership, pregnancy or maternity, religion or belief

- Persistent or unrealistic demands that cause stress to staff will not be accepted. Requests will be met wherever possible and explanations given when they cannot
- Causing damage/stealing from the premises, staff or patients
- Obtaining drugs and/or medical services fraudulently
- Refusal to leave the premises

We ask you to treat the GPs, Practice Nurses and Reception staff courteously at all times.

Removal from the Practice

A good patient-doctor relationship, is based on mutual respect and trust, it is the cornerstone of good patient care. The removal of patients from our service is an exceptional and rare event and is a last resort in an impaired patient-federation relationship. When trust has irretrievably broken down, it is in the patient's interest, just as much as that of the service, that they should be denied access from the service.

Your registered doctor will be notified immediately and further action may be taken by them at a later stage.

The practice manager/line manager will assist victims of violence with the completion of the formal record of the incident and where appropriate will report the incident to the police.

In the event of serious physical and verbal abuse patients will be removed from the practice list.

Resources

www.pathways.nice.org.uk/pathways/violence-and-aggression