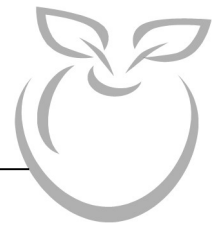




Operational Protocol
Zero Tolerance Protocol
Aim of Protocol
As an employer, Chapelgreen Practice has a duty of care for the health and safety of its staff. The practice also has a legal responsibility to provide a safe and secure working environment for staff. The Practice has therefore adopted a policy of “zero tolerance” to verbal and physical violence towards GPs, staff, or other patients
Outcome Measures
To minimise the incidents of unacceptable behaviour from patients towards practice staff. To ensure all incidences are recorded and investigated thoroughly.
Guidance
This document applies to all employees and GP Partners.
Introduction
The Health and Safety Executive (HSE) defines violence at work as “any incident in which an employee is abused, threatened or assaulted in circumstances relating to their work.”
This includes serious or persistent verbal abuse – which the HSE says can add to stress or anxiety, thereby damaging an employee’s health.
It also covers staff who are assaulted or abused outside their place of work – for example, whilst travelling to and from their workplace, whilst working in the community or whilst travelling in relation to their work.
The definition of physical assault used in the 2003 directions to the NHS from the secretary of state was “the intentional application of force against the person of another without lawful justification, resulting in physical injury or personal discomfort.”
All patients are expected to behave in an acceptable manner and violent or abusive behaviour towards staff or patients may result in removal from the Practice list or even criminal proceedings.
Zero Tolerance Statement
Our Staff have the right to be treated with dignity and respect at all times.
They should be able to carry out their professional duties without being physically or verbally abused or feel threatened or frightened.
The practice will request the removal of any patient from the practice list who is found to be aggressive or abusive towards a member of staff, other patient, or any other person(s) who are legitimately on the Practice premises. This also includes damages to property or theft of property.



All instances of actual physical abuse on any member of staff, by a patient or their relatives or representatives will be reported to the police as an assault.

We expect all patients to be responsible and avoid attending the surgery under the influence of alcohol or illegal drugs. Examples of Unacceptable Standards of Behaviour

- Violence.
- Excessive noise e.g. recurrent loud or intrusive conversation or shouting.
- Threatening or abusive language involving swearing or offence remarks.
- Derogatory racial or sexual remarks.
- Malicious allegations relating to members of staff, other patients or visitors.
- Offensive sexual gestures or behaviours.
- Abusing alcohol or drugs on practice premises.
- Drug dealing on practice premises.
- Wilful damage to practice property.
- Threats or threatening behaviour.
- Theft

This list is not exhaustive.

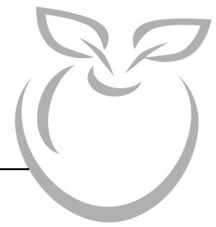
If an individual feels it is necessary, the Police should be called to attend the incident. In extreme cases the door to the Practice should be locked and entry in and out monitored until the issue is resolved. Safety of staff is paramount.

Patient Care Co-ordinators - Shift Handover Book

All incidents of abusive behaviour towards Patient Care Co-ordinators needs to be reported to the Management Team for further action.

The Patient Care Co-ordinator involved in the incident should enter all details into the Shift Handover Book held in the Reception area at each site.

Full information needs to be captured in the incident entry so it can be investigated fully. Patient name, DOB and address - if available. Date and time the incident occurred and a clear, detailed description of the actual incident, people present, words exchanged etc.



The Management Team will review the Handover Book on a daily basis – or when issues are highlighted to them as urgent.

Incidents involving Clinical staff should be reported to the Management team as soon as possible, with the same level of detail.

If the incident is related to a phone call, recordings of the call can be located easily with the details provided and actioned accordingly.

If the incident happens onsite or around the site CCTV recordings (images only) will be utilised to investigate the incident.

Following investigation of the incident by the Management Team and if found to be a zero-tolerance issue, the patient involved will be sent an unacceptable behaviour letter in the first instance. The letter will detail the information regarding the incident, detailing the findings and informing the patient that a further incident will result in their removal from the Practice List.

The Management Team will record the outcome of the investigation to complete the entry in the Shift Handover Book, as soon as the investigation is completed.

Evidence

Monitoring of the Shift Handover Book kept in the reception areas at both sites and monitoring the resultant warning letters issued.

NHS England Immediate Removal guidelines.

Protocol Lead - Practice Manager. If you have any questions or concerns in relation to this protocol please contact the protocol lead.

Reviewed/update on: April 2024

Next review due: Aug 2025

(or sooner if required due to significant change)

Key Line of Enquiry (KLOE)

S1 (S1.1, S1.2, S1.7), S5, S6.1 and W3.7.