

# **ZERO TOLERANCE** **PROCEDURE FOR DEALING WITH VIOLENCE IN THE** **SURGERY**

## ***AIMS***

Should a violent person present to the Surgery our priority are

1. To ensure that other patients present in the building are protected from harm.
2. To ensure that staff are advised of the risk and protected.
3. To enlist emergency assistance as soon as possible.

## ***PREVENTION***

In order to prevent a dangerous situation arising we can identify those patients who we believe may pose a risk of violence.

The Practice Manager, circulates their names to notify Reception staff, Doctors, Practice Nurses and other staff, in a confidential memo.

Each member of staff is required to memorise these names.

The list is updated every 6 months.

Potentially violent patients are offered MORNING APPOINTMENTS ONLY.

If an afternoon or evening appointment is requested, whether routine or urgent,

THE ADVICE OF THE DUTY DOCTOR MUST IS SOUGHT.

Consideration should be given as to whether two professionals should see the patient.

The more remote consultation rooms should not be used.

Reception Staff should be particularly vigilant during the whole time the patient is on the practice premises e.g. respond to telephone calls from the consultation room immediately, telephone the doctor or nurse if the consultation seems to be unduly long.

If a potentially violent patient requests a Home Visit, Reception Staff should draw the visiting doctor's attention to the risk so that arrangements for protection can be made.

This is particularly important when locum doctors are working in the practice.

## ***DEALING WITH VIOLENCE IN THE WAITING ROOM.***

The essential points are-

1. Dial 999 to call the Police
2. Use the emergency alarm button.
3. Work as a team.
4. Evacuate other patients from the waiting area.
5. Inform the Duty Doctor.
6. Inform the Practice Manager or her Deputy.
7. Inform other staff in the building, and advise them to leave the building if possible, and to stay out of sight and away from the scene.

## **DO NOT HESITATE TO CALL THE POLICE**

## ***DEALING WITH VIOLENCE IN A CONSULTING ROOM-***

Should a patient become physically or verbally aggressive during a consultation the Doctor or Nurse should-

1. Leave the room if at all possible
2. Alert Reception
3. Reception Staff should then follow advice as above.

## **Ref: The NHS Zero Tolerance Policy**

The Doctors and staff at Symonds Green Health Centre strive to deliver high quality patient care at all times. We are realistic enough to appreciate that there are times when less than efficient service may be given or instances where the patient is less than happy with the service he/she has received.

This does not however give any patient the right to use aggression towards any member of staff within the practice

This 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. Any incidents of verbal abuse whether in person or over the telephone, will not be tolerated. All violence and intimidation is unacceptable and will not be tolerated within this surgery.