



RIVERSIDE SURGERY

Barnard Avenue

Brigg

DN20 8AS

BROUGHTON SURGERY

27 Brooklands Avenue

Brigg

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Unacceptable Behaviour Policy

Riverside Surgery is aware that visiting your GP can be at times stressful and concerning for patients. Delays in obtaining appointments and delays in surgery times, due to unforeseen emergency appointments, can also add to these concerns.

Riverside Surgery always tries to meet patient expectations and deliver the highest standards of care to our patients. For the vast majority of our patients we achieve this, despite the steadily increasing demand for services that exists today within the NHS.

Violence and aggression

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

Instances of violence or aggression (as defined) 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

Violence and aggression are defined as:

- Violence is the use of force against a person and has the same definition as "assault" in law (i.e. an attempt, offer or application of force against the person). This would cover any person unlawfully touching any other person forcefully, spitting at another person, raising fists or feet or verbally threatening to strike or otherwise apply force to any person.
- Aggression is regarded as threatening or abusive language or gestures, sexual gestures or behaviour, derogatory sexual or racial remarks, shouting at any person or applying force to any Practice property or the personal property of any person within the Practice. This would cover people banging on desks or counters or shouting loudly in an intimidating manner.

This policy applies throughout the premises of Riverside Surgery its car parking area and grounds. It also applies to any employee or partner of Riverside Surgery but only in so far as it relates to the business at Riverside Surgery.

What to do when violence and aggression is encountered:

- In the first instance a member of the staff should ask the perpetrator to stop behaving in an unacceptable way. Sometimes a calm and quiet approach will be all that is required. Staff should not in any circumstances respond in a like manner.
- Should the person not stop their behaviour the Line Manager, Practice Manager or a Partner should be asked to attend and the member of staff should explain calmly what has taken place, preferably within hearing of the perpetrator.
- If the person is acting in an unlawful manner, causes damage or actually strikes another then the police should be called immediately.
- Should it prove necessary to remove the person from the Practice then the police should be called and staff should not attempt to remove the person from the premises.
- If such a course of action proves necessary then those members of staff involved must complete a written note of the incident, detailing in chronological order what has taken place and the exact words used prior to leaving the building at the end of their working day.

Practice procedures following any incidence of violent, aggressive or abusive behaviour will be:

- To review the incident with the practice partners in order to determine its severity
- To determine if the patient should be removed from the practice patient list
- To decide if a written warning should be issued
- To take no further action as the matter has been sufficiently dealt with by the advice already given

The details of any incident other than no further action will be entered into the patient's medical record or the employee's personal file. If this action is taken then this will require the authorisation of the Practice Manager and a Partner to complete. If this action was decided upon the patient would be notified in writing. If there was no repeat of this behaviour within a period of 12 months this note/action would be removed from the patient's medical record.

Any employee or patient/visitor who receives any injury, no matter how small, should be the subject of an entry in the Practice Accident Book and should always be strongly advised to be examined by a doctor before they leave the premises.

Every violent incident involving staff will be reasonably supported by the provision of medical or other treatment as necessary and all incidents should be brought to the attention of the Practice Manager, or a partner, if not already involved.

Reviewed: September 2013



Kaye Bolton
Practice Manager