

Policy Document on Zero Tolerance on Threatening Behaviour



The Practice considers threatening behaviour to be either: -

- attempted or actual, aggressive threatening physical actions (including fist clenching and finger pointing) made towards any member of staff or other users of the Health Centre
- or
- the use of aggressive or abusive verbal language, (including raising of the voice, swearing and cursing) intended to threaten or intimidate any member of Staff or other users of the Health Centre.

Any behaviour, verbal or physical, which causes others to feel uncomfortable, embarrassed or threatened, is totally unacceptable.

Procedure

All instances of threatening behaviour are reported to the Practice Manager and recorded.

Should an instance occur in the practice where the patient's abusive behaviour cannot be diffused, or the patient refuses to leave, the police must immediately be contacted, and a crime number gained.

Any instance of physical abuse will be reported to the police and the offender will be immediately removed from the practice list. The patient's medical record will be noted as to the circumstances that have led to the removal from the practice.

Any incident of verbal abuse, whether in person or on the telephone, will be reported to the Practice Manager and recorded. In the case of a "first offence," a warning letter will be sent to the patient advising them that any further abusive behaviour will result in their removal from the patient list. A copy of this letter is placed on their record.

If any subsequent instances of inappropriate behaviour follow within 12 months of the warning letter, Douglas Family Medical Centre will write to the patient to inform being removed from the practice patient list.

Douglas Family Medical Centre will notify the patient of how to find an alternative practice.

If the patient presents themselves at the practice after the formal letter being sent, they will be refused treatment and asked to leave the premises. Refusal to leave could result in the police being called.

Right of Appeal

On receipt of a warning letter, the patient may respond in writing to the practice setting out their view. If necessary the patient may be asked for an interview. The patient's letter will be filed with their medical record. A review of the procedure will take place by the GP partners and Practice Manager to see if the original decision should be overturned and the patient informed of the final decision.

Refusal to Treat

This policy envisages that no patient will be removed formally from the patient list until a final letter from Douglas Family Medical Centre has been issued detailing the circumstances that have led to the removal from the practice, and a link to other practices to register with has been provided.

Relatives of Aggressive Patients

The continuing treatment of relatives of a person removed from the patient list will not be affected. However, a home visit to treat such a relative at the address of the removed person may require supervision or may not be possible.