

# Concord Medical Centre

## Zero Tolerance on Threatening Behaviour Policy

This Practice considers threatening behaviour to be either:  
attempted or actual, aggressive threatening physical actions made towards any member of Staff;  
or  
the use of aggressive or abusive language, (including raising of the voice, swearing and cursing),  
which threatens or intimidates any member(s) of Staff.

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

### PROCEDURE

All instances of threatening behaviour will be reported to the Practice Manager and entered onto an Incident Form.

**Any instance of or threat of physical abuse will be reported to the police. The offender will be removed immediately from the premises. Their name will be taken off the Concord Medical Centre Patient List. This will be confirmed in writing and NHS England notified. NHS England will then inform the offender of the need to register with a new doctor for future treatment.**

Any incident of verbal abuse, whether in person or on the telephone, will be reported immediately to the Practice Manager and recorded on the Incident Form kept in the reception area.

The Incident form will be reviewed weekly by senior staff and when deemed appropriate in the case of a first offence, an Acceptable Behaviour Letter(1) signed by a Partner, will be sent to the person concerned informing them that any further abusive behaviour will result in them being removed from the Concord Medical Centre Patient List. A copy letter will be filed with his/her Medical Record.

### Right of appeal

On receipt of a first Warning Letter, the Patient may appeal in writing to Concord Medical Centre setting out their view. Senior Staff will give due consideration in assessing whether the first warning is to stand. If necessary the Patient may be invited for interview. The Patient's appeal will be filed with the Patient's Medical Record and the Patient informed of the review outcome which will be final.

When the Incident Form shows a second recorded offence, the patient will be sent a Final Letter (2) informing them of their breach of this Zero Tolerance Policy and their consequent removal from the Concord Medical Centre Patient List. They will no longer be treated by Concord Medical Centre and if the dismissed person presents themselves for treatment at Concord Medical Centre they will be refused and asked to leave the premises. Refusal to leave could result in the Police being called.

### **REFUSAL TO TREAT**

Staff at Concord Medical Centre accept that it is not ethically acceptable to deny a patient access to healthcare, despite his or her behaviour. This policy envisages that no patient will be removed formally from a GP's Patient List until a Final letter has been issued.

In the interests of staff safety, once a person has been removed from the Concord Medical Centre Patient List, they will be referred to NHS England who will make arrangements for them to be seen in a secure place in accordance with NHS England procedures.

### **RELATIVES OF AGGRESSIVE PATIENTS**

The continuing treatment of innocent relatives of a person removed from the Patient List will not be affected.

However, a home visit to treat such an innocent relative at the address of that removed person may require the supervision of the police.

### **INFORMATION FOR PATIENTS**

A poster outlining this 'Zero Tolerance on Threatening Behaviour' Policy is to be displayed on the premises.

A copy of this 'Zero Tolerance on Threatening Behaviour' Policy is to be available for patients on request and at no charge.

The Zero Tolerance Policy is designed to protect patients as well as practice staff