

	Aggressive and Threatening Behaviour Policy		Reviewed	June 2023
			Revised	No
	Adopted	Aug 2014	Next review	June 2025

Aggressive and Threatening Behaviour Policy

INTRODUCTION

The purpose of this policy is to address instances of unacceptable behaviour which may cause harm or the fear of harm to any person within the Service. The scope of this policy is therefore:

Instances of violence or aggression committed by:

- Any person, whether patient, visitor or any other person working within the Service
- Any patient, visitor, or other person working within the Service

DEFINITION

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 on the Practice. This would cover people banging on desks or counters or shouting loudly in an intimidating manner.

This policy applies throughout any premises, including any car park and grounds. It also applies to any employee or agent of Kingston GP Chambers (KGPC), away from the host premises, but only in so far as it relates to the business of the Organisation.

References to staff in this policy includes sub-contractors or other agents acting on behalf of KGPC.

RESPONSIBILITIES

EMPLOYEE OR AGENT RESPONSIBILITIES

- Everyone has the responsibility to ensure their own safety and that of their colleagues at work. It is essential, therefore, that all are familiar with policies and

procedures, equipment and precautions adopted to combat the risk of physical and verbal abuse.

- Familiarise themselves with the policies and procedures, guidelines and instructions, especially those given by the host practice manager.
- Use any equipment or devices provided for 'at risk' situations i.e. alarms.
- Participate in relevant training made available by the organisation, their home or host practice as appropriate..
- Record details of incidents.
- Report all incidents of physical and verbal abuse (threatened or actual).
- Contribute towards reviews by nominated managers concerning any incidents in which they have been involved.
- Suggest precautionary measures involving changes in the layout of the work environment that can reduce risk.
- Make use of any available staff support and counselling.
- Advise the host practice manager or organisation line manager of any perceived risks involved in work activities.

ORGANISATION RESPONSIBILITIES

- Carry out Risk Assessments to assess and review the duties of employees, identifying any 'at risk' situations and taking appropriate steps to reduce or remove the risk to employees.
- Assess and review the duties of employees or agents, identifying any 'at risk' situations and taking appropriate steps to reduce or remove risk to employees particularly if they are working alone.
- Cooperate with host practices to assess and review the layout of premises to reduce the risk to employees or agents.
- Assess and review the provision of personal safety equipment i.e. alarms.
- Develop policies, procedures and guidelines for dealing with physical and verbal abuse.
- Provide support and counselling for victims, or refer to suitably qualified health professionals.
- Make employees or agents aware of risks and ensure their involvement in suitable training courses.
- Record any incidents and take any remedial action to ensure similar incidents are prevented.

WHAT TO DO

If violence and aggression is encountered:

- In the first instance the perpetrator should be asked 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 perpetrator not stop their behaviour the most senior member of staff on the premises 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 perpetrator 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, except in the most extreme occasions, attempt to manhandle 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.
- It is the policy to press for charges against any person who damages or steals the organisation or host practice's property or assaults any member of staff or visitor/patient

PROCEDURE FOLLOWING AN INCIDENT

- Review the incident with the host practice manager and CQC compliance specialist in order to determine severity
- Determine if the patient should be refused further treatment by the organisation
- Decide if a written warning should be given
- Decide whether to take further action if 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 permanent record or the employee's personal file.

Any employee or patient/visitor who receives any injury, no matter how small, should be the subject of an entry in the host 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 most senior member of staff present at the time, the Service Manager and KGPC Directors if not already involved.

SUPPORT FOR EMPLOYEES SUBJECTED TO ABUSE

The organisation takes a serious view of any incidents of physical and verbal abuse against its employees and will support them if assaulted, threatened or harassed.

The first concern of managers after an incident is to provide appropriate debriefing and counselling for affected employees. Depending on the severity of the incident this counselling may be undertaken by trained professionals.

The senior member of staff who has attended will be asked to assist victims of violence with the completion of the formal record of the incident and where appropriate will report the incident to the police.

In the event of serious physical and verbal abuse patients will be refused further treatment by the organisation.

APPENDIX 1 - Dos and Don'ts when facing angry patients

Do	<u>Don't</u>
Recognise your own feelings	Meet anger with anger
Use calming body language	Raise your voice, point or stare
Put yourself in their shoes	Appear to lecture them
Be prepared to apologise if necessary	Threaten any intervention unless you are prepared to act on it
Assert yourself appropriately	Make them feel trapped or cornered
Allow people to get things off their chest	Feel that you have to win the argument