

## BRON DERW MEDICAL CENTRE

### Zero Tolerance on Threatening Behaviour Policy

Bron Derw Medical Centre believes that no employee should experience bullying, harassment, victimisation or intimidation, whether this is verbal, written or physical. We consider 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 into the complaints book. Any instance of physical abuse or uncontrollable behaviour will be reported to the police. The offender will be removed immediately from the premises. Their name will be removed from our list. This will be confirmed in writing and BCUHB will be notified. BCUHB 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. If necessary a zero tolerance letter will be sent to the patient. A copy letter will be scanned to his/her Medical Record.

#### Right of appeal

On receipt of a first warning letter (1), the patient may appeal in writing to the surgery 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 scanned with the patient's medical record and the patient informed of the review outcome which will be final.

When the complaints book 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 our list. They will no longer be treated by the Bron Derw Medical Centre and if the dismissed person presents themselves for treatment at Bron Derw, 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 Bron Derw 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 Bron Derw's patient list, they will be referred to BCUHB who will make arrangements for them to be seen in a secure place in accordance with their 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.