

1. Objective:

Pimlico Health @ The Marven employees should be able to come to work without fear of violence, abuse or harassment from patients or their relatives.

In most cases, patients and their relatives will be appreciative towards those who treat them but a minority of people are abusive or violent towards staff.

Pimlico Health @ The Marven is committed to dealing with this problem.

The NHS has had a 'zero tolerance' attitude towards violence since 1999 and since 2009 the NHS Security Management Service (NHS SMS) deals with the security of people and property across the NHS in England.

2. Reference/Source:

- Health & Safety Executive www.hse.gov.uk
- RIDDOR
- NHSE SMS www.nhsbsa.nhs.uk/SecurityManagement.aspx
- NHSE 0 Tolerance Policy
- Significant Event Reporting Form – Completed by Staff
- Significant Events Tracking Form – Completed by Business Manager
- NICE Guidelines
- FPM

3. Details:

3.1 Legally

Pimlico Health @ The Marven can't ignore or dismiss the chances of violence towards their staff and expect to get the support of the courts. Employers have a duty 'so far as it is reasonably practical' to protect the health, safety and welfare of staff members under the 1974 Health and Safety at Work Act.

3.2 Definition

Within the NHS † non-physical assault (verbal abuse) is defined as:

The use of inappropriate words or behaviour causing distress and/or constituting harassment. This definition ensure employees within the NHS are clear about what to report, and what constitutes non-physical assault.

3.3 Types of incidents

It is difficult to provide a comprehensive description of all types of incidents that are covered with in the NHSE policy, however see some examples below of which are covered with in Pimlico Health @ The Marven Policy.

- Offensive language that may prevent staff doing their job
- Verbal abuse such as swearing which may make staff feel vulnerable
- Loud intrusive conversation
- Unwanted or abusive remarks
- Negative, malicious or stereotypical comments
- Invasion of personal space
- Brandishing of object or weapons
- Near Misses of unsuccessful physical assault
- Offensive gestures
- Causing a nuisance
- Threats of serious risk of injury to staff, family members, fellow patients or visitors

- Bullying, victimisation (patient on staff – for staff on staff see bullying and harassment policy)
- Stalking
- Spitting
- Alcohol or drugs fuelled abuse
- Unreasonable behaviour, non-co-operative such as a disregard to leave the practice
- Any of the above linked to destruction of or damage to property

3.4 Mediums of behaviour

It is important to remember that the above types of behaviour can come in many mediums, and which of those fall within this policy.

- Face to Face (in person)
- On the telephone
- In a letter
- In an email
- On Social media platforms
- On NHS Choices and IwantGreatCare – feedback platforms

3.5 Protocol for protection

Pimlico Health @ The Marven procedures to be followed in the event of serious or imminent danger, and provide information and training on health and safety risks and control measures.

The NHS SMS Legal Protection Unit helps trusts with:

- guidance on patient confidentiality and the Data Protection Act
- advice on issues such as withholding of treatment
- legal advice on the most appropriate sanctions and redress available for specific cases
- Advice in cases of physical and non-physical assaults.

The HSE highlights some risk factors for violent behaviour:

- Impatience
- Frustration
- Anxiety
- Resentment
- Drink/Drugs
- Mental Health problems

Pimlico Health @ The Marven have taken the approach of risk assessment and protocol to reduce and remove the risk of violence and abusive behaviour.

There are many ways to reduce the risk of violence. The HSE suggests:

- providing suitable training and information to staff
- improving the design of the working environment
- making changes to aspects of staff roles
- recording incidents of physical assault or verbal abuse so that patterns can be discerned.

3.6 Simple Steps for handling abuse

- Try to defuse if you can by talking to patient or member of the public in a calm tone at all times – do not raise your voice back at them
- Try to reiterate to the patient or member of the public, that you are trying to assist them further, and can only do so if they remain calm with you.
- Remove the patient or member of the public from the area if they are projecting in such a way due to having an audience (if in waiting room, maybe offer to take them into the office)
- Call for assistance, from a fellow work colleague or your line manager or the Business Manager
- The member of support staff must also reiterate to the patient or member of the public that Pimlico Health @ The Marven has a Zero Tolerance Policy to such behaviour.
- Ensure you take notes – date/time/patient or member of the public name
- If you are reaching a stage where you need assistance urgently (physical damage to yourself, another patient or member of the public, damage to property, or to a fellow colleague - immediately use the panic button in Systmone.
- If the patient or member of the public continues and the situation cannot be resolved, then they are to be asked to leave the premises.
- If the patient or member of the public refuses to leave the premises, then the area should be cleared of others to reduce potential of harm to others.
- At this stage the police will be called in for support to remove the patient or member of the public from the building.
- Post event it is imperative that employees complete the Significant Event Reporting Form, failure to do so, is non-compliance with this policy and may result in disciplinary policy being followed, due to negligence of Health & Safety @ Work Act.

3.7 Support for staff post event

- Pimlico Health @ The Marven will ensure that every event is logged, analysed and acted upon accordingly to the individual situations.
- This can and will result in the following process being followed **Verbal Assault**
 - a) Verbal assault 1st Occurrence - Letter of warning from Business Manager and Partners
 - b) Verbal assault 2nd Occurrence - Letter of Final Warning accompanied by the practice policy
 - c) Verbal assault 3rd Occurrence - Letter advising Patient of immediate removal from the practice list, and will not have the opportunity to re-join the practice for a minimum 12 months.
 - d) If patient re-joins after 12 months - and there is a repeat of the above – they will receive a letter advising of a lifetime ban (Min 10 years).
- This can and will result in the following process being followed **Physical Assault**
 - a) Physical Assault 1st Occurrence - Letter of immediate removal from the practice list, they will receive a letter advising of a lifetime ban (Min 10 years).
- This can and will result in the following process being followed **Damage to property**

- a) Property Damage 1st Occurrence - Letter of immediate removal from the practice list, and will not have the opportunity to re-join the practice for a minimum 12 months.
- b) If patient re-joins after 12 months - and there is a repeat of the above – they will receive a letter advising of a lifetime ban (Min 10 years).

3.8 Practice Design

There is growing interest in how health service buildings can be designed to reduce the risk of violence. This includes both 'negative' aspects designed to stop someone carrying out a violent act, and 'positive' aspects designed to stop them feeling angered and frustrated – and therefore prone to violence – in the first place.

Negative areas could include:

- barriers to reduce the risk of assault on reception staff
- consulting rooms designed so that staff cannot be trapped inside
- furniture which cannot be used as weapons – for example, because it is bolted down or designed without sharp edges.
- Installation and advertisement of CCTV Surveillance with in the practice
- Displaying Practice Policy for Zero Tolerance.

The more positive side includes:

- the use of colour and light to influence mood – for example, airy waiting rooms painted in pastel colours
- noise reduction
- Information screens
- Not over crowding the walls with notices
- Giving limiting resources for literature
- Calming comfortable furnishings, inclusive of waiting room design, to avoid confrontation
- Clinical system design for discreet panic alerting
- The use of calming music for patients or members of the public waiting on the phones.

3.9 Removal Compliance

If decision is made by the practice to remove a patient the following documentation will be completed and send to NHSE.

pcse.immediateremovals@nhs.net



Incident Report Form
removal request 2017

Patient is also to be informed of this.