

Policy on violence and aggression

We believe that violence is unacceptable in whatever form it takes, for whatever reason. Our aim is to protect everyone who works at the practice from possible harm from violent or aggressive behaviour and to provide a safe place to work.

This policy applies to everyone who works at the practice, including those who work as self-employed contractors, temporary and casual workers. The operation of this policy is the responsibility of the practice manager.

When at work, you must ensure your own health and safety and promote the health and safety of others who may be affected by your actions.

Violence and aggression include:

- Actual or threatened physical assaults
- Psychological abuse
- Verbal abuse, which includes shouting, swearing and gestures
- Threats against any member of the team.

You should not behave in a violent or aggressive way when on the practice premises (or any other premises where you might be needed to work) and when travelling to or from the practice.

To ensure a safe working environment, we have

- Undertaken a risk assessment and reviewed it periodically
- Checked that the practice premises are secure
- Installed a panic button at reception desk, which is checked each week to ensure that it is functioning correctly

We also provide

- Regular training in dealing with difficult/aggressive patients and assaults
- A taxi home if you are required to remain at the practice after 9pm and depend on public transport
- Personal alarms if you need to visit patients in their homes

We also aim to have an effective appointment system to ensure that patients do not experience delay and the reception area is calm. Our protocol for urgent care outside of normal working hours includes logging all calls received so that we can identify any patients attended.

You must report all incidents (however trivial) to the practice manager and complete a practice record. If you experience actual or threatened violence, we will involve the police and, where appropriate, provide support and counselling. A discretionary period of sick leave on full pay will be agreed where needed. Injuries must be recorded in the accident book.

Date:

Review date: