## Document Control

### A. Confidentiality Notice

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### B. Document Details

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**THE BRIDGE SURGERY**

**ZERO TOLERANCE POLICY – PATIENT INFORMATION**

**The Bridge Surgery is committed to taking all reasonable precautions necessary to ensure the health, safety, welfare and well-being of its employees, patients and visitors, and endeavours to ensure that all employees are protected from physical and verbal abuse while they are working.**

**The Practice acknowledges that there may be instances where violence and / or aggression forms part of a patient’s illness. In these circumstances, the issue will be discussed with the patient and form part of their care planning.**

**This information will be recorded in the patient’s medical record and flagged to ensure that staff is aware. In addition, where deemed necessary, appropriate support will be put in place, e.g. staff member does not see the patient alone.**

**The practice will display information within the waiting room advising that we operate a zero tolerance policy; staff will be trained in managing violent and aggressive behaviour and will make every effort to de-escalate an incident.**

**All incidents will be recorded within patient record, the practice manager will be advised of the incident and an initial warning letter will be sent to patient giving warning that they may be asked to leave the practice.**

**In the event that a further incident occurs patients will be sent a further letter advising of our zero tolerance policy and be given 30days notice to find an alternative practice.**

## Definition of Physical and Verbal Abuse and Violence:

### Physical and verbal abuse includes:

**1. Unreasonable and / or offensive remarks, language or behaviour / rude gestures / innuendoes**

**2. Sexual and racial harassment**

**3. Threatening behaviour (with or without a weapon)**

**4. Actual physical assault (whether or not it results in actual injury) includes being pushed or shoved as well as being hit, punched or attacked with a weapon, or being intentionally struck with bodily fluids or excrement.**

**5. Attacks on Partners, members of staff or the public**

**6. Discrimination of any kind**

**7. Damage to employee's or employer's property**

### The Practice supports the NHS policy of Zero Tolerance which defines violence as:

***"Any incident where staff are abused, threatened or assaulted in circumstances related to their work, involving an explicit or implicit challenge to their safety, well-being or health".***

### Violence and aggression towards a person may also be defined as:

***"A physical contact with another person which may or may not result in pain or injury. The contact is uninvited and is an attempt to cause harm, injury or to intimidate. Non-physical aggression includes the use of language which causes offence or threatens the safety of a member of staff".***