**Policy Document on Zero Tolerance on**

**Threatening Behaviour**

The Practice considers threatening behaviour to be either:-

* Attempted or actual, aggressive threatening physical actions (including fist clenching and finger pointing) made towards any member of staff or other users of the Health Centre

Or

* The use of aggressive or abusive verbal language, (including raising of the voice, swearing and cursing) intended to threaten or intimidate any member of Staff or other users of the Health Centre.

**Any behaviour, verbal or physical, which causes others to feel uncomfortable, embarrassed or threatened, is totally unacceptable.**

**Procedure**

All instances of threatening behaviour are reported to the Practice Manager and recorded.

Should an instance occur in the practice where the patient’s abusive behaviour cannot be diffused or the patient refuses to leave, the police must immediately be contacted, and a crime number gained. PCSE patient registrations [pcse.immediateremovals@nhs.net](mailto:pcse.immediateremovals@nhs.net) should then be contacted, who will send a form for completion and then the patient should be immediately removed from our patient list.

Any instance of physical abuse will be reported to the police and the offender will be immediately removed from the practice list; both patient and NHS England will be immediately notified. The patient’s medical record will be noted as to the circumstances that have led to the removal from the practice.

Any incident of verbal abuse, whether in person or on the telephone, will be reported to the Practice Manager and recorded. In the case of a “first offence,” a warning letter will be sent to the patient advising them that any further abusive behaviour will result in their removal from the patient list. A copy of this letter is placed on their record.

If any subsequent instances of inappropriate behaviour follow within 12 months of the warning letter, NHS England will be notified who subsequently will write to the patient to inform of the patient being removed from the practice list.

NHS England will notify the patient of how to find an alternative practice. We will continue to treat the patient for 8 days after notification or less, if they register at a new practice before the 8 days ceases.

If the patient presents themselves at the practice after the 8 day period, they will be refused treatment and asked to leave the premises. Refusal to leave could result in the police being called.

**Right of Appeal**

On receipt of a warning letter, the patient may respond in writing to the practice setting out their view. If necessary the patient may be asked for an interview. The patient’s letter will be filed with their medical record. A review of the procedure will take place by the GP partners and Business Manager to see if the original decision should be overturned and the patient informed of the final decision.

**Refusal to Treat**

This policy envisages that no patient will be removed formally from the patient list until a final letter from NHS England has been issued detailing the circumstances that have led to removal from the practice, and a link to other practices to register with has been provided.

**Relatives of Aggressive Patients**

The continuing treatment of relatives of a person removed from the patient list will not be affected. However, a home visit to treat such a relative at the address of the removed person may require supervision or may not be possible.