

Direct Line; **Code A**
Direct Fax:

Our Ref: F&G Elrond/Clin Gov/Violence

Date 15th January 2003

IMPORTANT

Dear

Re. Zero Tolerance Campaign and Violence in Primary Care

The Primary Care Trust has been working on a provision for general medical practices to access a service to assist GPs and their staff with patients who are aggressive or abusive in their nature.

These GP Practice security arrangements have been discussed and approved at the local GP meetings in line with the "Zero Tolerance" campaign.

As from Monday 20th January 2003, all General Practitioners will be offered the following services:

Advance Warning Service

- If a patient is known to pose a risk to staff and requests an appointment, a security guard can be booked in advance to be present in the Practice at the time of the appointment.
- If a patient is known to pose a risk of violence to staff, the GP may prefer to see the patient away from the Practice and in secure facilities. In this case, a room will be made available at Gosport War Memorial Hospital for the consultation and a security guard can be booked to be present at the time of the appointment.
- If a GP has a home visit, and would like a security guard present, one may be booked to attend at the patient's home. However, the security guard is not permitted to enter the patient's property unless invited to do so by the patient or their relatives, and must therefore wait outside whilst the GP examines the patient. If there is felt to be any threat to the GP or any disruptive behaviour displayed, the security officer will contact the police immediately. The patient should be informed that a security officer will be in attendance.

Emergency Response Service

- If a patient becomes physically or verbally abusive, or disruptive whilst in the surgery, a security guard may be called as an emergency. They will attend as quickly as possible and take action appropriate to the situation.

Please see the attachment with this letter for further details of how to contact the security firm and how to book a room at Gosport War Memorial Hospital.

Attached to this letter is a schedule for Oak Park Security Firm outlining details of the service they provide. On this schedule will be a password, peculiar to each Practice that should be quoted when contacting the security firm.

If you have any problems with this service or any queries, please contact me at the PCT on the above number. Any call outs and appointments with the security firm will be paid for by the Trust. Details of any booking with the security firm will be required by the PCT, whether it is an advance booking or an emergency call-out. I enclose a form for this purpose for you to photocopy as and when needed.

Yours sincerely,

Nicky Heyworth
Clinical Governance Manager

SECURITY SERVICE ARRANGEMENTS

1. EMERGENCY CALL FOR SECURITY SERVICE ATTENDANCE

- Phone the 24hour Oak Park Security Call Room on **01206 793673**
- Quote the Practice identification number followed by the Practice address
- Call Police at the same time, if felt to be appropriate
- The day mobile security guard will attend as soon as possible

2. ADVANCE WARNING SERVICE

An advanced booking may be classed as a booking which is made with at least 2 hours notice before the time the security officer is required

GP PRACTICE

- Phone the 24 hour Oak Park Security Call Room on **01206 793673**
- Quote the Practice identification number followed by the Practice address
- Request the date and the time the Security Guard will be required
- Inform Practice staff that a security guard will be present at the time of the patient's appointment

GOSPORT WAR MEMORIAL

- Phone the 24 hour Oak Park Security Call Room on **01206 793673**
- Quote the practice identification number, but ensure Oak Park know they will be required to attend GWMH
- Request the date and the time the Security Guard will be required
- Make arrangements for a room to be available at GWMH. As much notice as possible should be given when booking a room at GWMH.

The following staff can be contacted to make these arrangements in the order they are listed;

1. Jan Peach, Service Manager for Community Hospitals
2. Rosemary Paxton, Administration & Support Services Manager
3. Toni Scammell, Senior Nurse

They can be contacted via GWMH switchboard on **023 9252 4611**

- Inform the patient they will be seen at GWMH

HOME VISIT

- Phone the 24 hour Oak Park Security Call Room on **01206 793673**
- Quote the Practice identification number followed by the Practice address, but ensure Oak Park know they will be required to attend the patient's home, giving the patient's home address
- Request the date and the time the Security Guard will be required
- Inform the patient that a security officer will be present when the GP visits them

After the event of a security guard being in attendance at either an advance booking or an emergency call-out, please ensure a "Security Service Request Form" is completed and sent to Nicky Heyworth, Clinical Governance Manager, at the following address;
Fareham & Gosport PCT,
Fareham Reach,
166, Fareham Road,
Gosport,
PO13 0FH