

SUMMARY OF ACTION TO TAKE IF A PATIENT IS VIOLENT, AGGRESSIVE OR ABUSIVE:

1. Please see the attached guidelines on calling the police and a 'Violence and Aggression' report form.
2. The Practice can ask for the immediate removal of a patient due to an ACT or THREAT of violence providing the police have been called. Please fax the PPSA on 01962 868959 (this is a safe haven number) giving the patient's details AND THE POLICE INCIDENT NUMBER!
3. The PPSA will send urgently for the patient's medical records
4. The patient will be allocated to Dr Bellenger & Partners in Fareham (they cannot see the patient until the med records have been received) They provide the DES for 'support to staff dealing with violent patients'.
5. The PPSA will write to the patient informing them of the details of their allocation.
6. The PCT also write to the patient so that they fully understand the arrangements for their future care & that they are being provided in this way as a result of their behaviour. The PPSA cascade the information to the PCT – so we have no need to.
7. With regard to a patient who has not actually committed a violent act but whom you suspect has violent tendencies we have the option of asking Oak Park Security to attend the premises or be present for a home visit and they will provide a security guard. Please see attached booking form & guidelines.

LB March 2006

GUIDELINES FOR CALLING THE POLICE

Ring 999 IMMEDIATELY if ..

- **Someone persists in making threatening behaviour towards staff or other clients**
- **A member of staff or a patient is physically assaulted**
Any member of staff who has been assaulted has the right to report the incident to the Police. This is the employees choice and the Trust will support them in their decision. There will be occasions when staff are assaulted by patients within the context of their medical condition and a clinical decision will need to be made about whether it is appropriate to call the Police on these occasions. However, if the patient-carer relationship is transitory, the assailant was not a patient or the injury was severe, the Trust will encourage staff to make a report to the police.
- **Someone enters the Practice carrying a weapon**
- **Staff are unable to persuade someone who is behaving unreasonably to leave the premises (e.g. people suspected of being under the influence of drugs or alcohol)**
- **A person is behaving suspiciously in or around the Practice and / or staff suspect a crime has been committed or is about to be committed**
- **Staff discover a crime in progress**
- **A major theft or burglary is discovered**

Contact the local police station if ..

- **There is no immediate danger** however, a person has continued to exhibit unreasonable behaviour towards staff and efforts by the Practice have failed to resolve the situation (e.g. stalking, harassment, threats and threatening telephone calls, use of illicit substances, etc)
- **A member of staff who was carrying out a home visit has gone missing and all attempts to locate them have failed**
- **Petty theft is discovered - handbags, cash, etc, has gone missing**

These just examples and there may be other circumstances when the police may be able to help

There is one central telephone number for all Police Stations in Hampshire: Tel: 0845 0454545

Give the following information :

Your name
Where you are calling from
Details of the situation and why help is needed
Details of the people involved (staff, patients, visitors, others)

This information was issued to GP Practices in April 2003 by:

Fareham and Gosport 
Primary Care Trust

Tackling violence against GPs and their staff

Violence & Aggression Incident Report

(See Guidelines for reporting incidents)

To be completed by the person affected by the incident

Name of Practice	
Date of incident	Time
Where did it happen (At reception, in the waiting area, car park, etc)	
Name/s of staff involved and/or affected	
Name/s of staff who witnessed the incident	
Name and address of assailant	
Are they registered with the Practice?	YES/NO
Details of the incident	
Signature of member of staff	
Date	

To be completed by the Practice Manager

Outcome (was the person injured, distressed, were the Police called, etc)	
Who else has the Practice notified? (tick all that apply) Community Nurses <input type="checkbox"/> Police <input type="checkbox"/> Out of Hours Docs <input type="checkbox"/> Social Services <input type="checkbox"/> Neighbouring GP Practices/Pharmacies <input type="checkbox"/> Other/s (please state)..... Tick this box if you would like the PCT to inform any one else <input type="checkbox"/>	
Severity of incident (Score 1-5 : see overleaf)	
How has the incident reviewed by the Practice and what action will be taken to reduce the chance of it happening again?	
Signature of Practice Manager	
Date	

Details of this incident and the people involved may be entered onto a computer system by the PCT.

Please fax a copy of this completed form to Fareham Reach
 Tel: 01329 234984 and mark for the attention of
 Nicky Heyworth.

SECURITY SERVICE REQUEST FORM

Please complete for any Oak Park Security booking,
whether advance or emergency

1. Practice details

2. Please circle service requested

- Advance
- Emergency

3. Location security firm attended

- GP Practice
- Gosport War Memorial Hospital
- Home Visit

4. Emergency Request

Advance Booking

Time of callout

Time service required

Time of arrival

Time of arrival

Time of departure

Time of departure

5. Comments on the service provided by Oak Park Security

Thankyou for completing this form.
Please return it to;
Nicky Heyworth,
Clinical Governance Manager,
Fareham and Gosport PCT,
Fareham Reach,
166, Fareham Road,
PO13 0FH

