

## Zero Tolerance on Violence and Aggression Policy

The practice is committed to providing a safe working environment by minimising the risk of violent and aggressive behaviour at work. The working environment is defined as the practice premises and other premises where work is undertaken as part of a person's official duties including, travelling to and from the other premises.

The practice defines violence and aggression as 'any incident in which a person is abused, threatened or assaulted in circumstances relating to their work' including threats, verbal abuse (shouting, swearing, rude gestures), psychological abuse or physical attacks.

The practice carries out risk assessment, paying special attention the practice position, the patient's environment as well as the nature of the job. Based on the results of the risk assessment, the practice security arrangements are reviewed and team members are provided with information and regular training on how to deal with violence and aggression at work.

All team members are expected to take reasonable care of their health and safety as well as that of other persons who might be affected by their work. The reception team are expected to observe the following guidelines to minimise the risk of violence or aggression:

- Make eye contact in acknowledgement as soon as a patient approaches. If busy, smile and nod to let the patient know that they will be seen soon. (We recognise that being kept waiting without acknowledgement can cause a person to feel aggrieved.)
- Always answered the telephone politely and smile whilst talking
- Aim to answer the phone within 3 rings, state your name, ask for the patient's name and how you can help. Do not say 'please hold the line' before asking a patient for his/ her name and reason for calling.
- Never say NO to a patient, there is always a more polite alternative
- If a patient is kept waiting in reception, keep them informed them of the reason for delay and expected time they will be seen. (We appreciate that anyone kept waiting without explanation is likely to feel aggrieved.)
- Handle cash carefully:
  - Empty the reception till/cashbox regularly out of site of the public
  - Undertake banking regularly at different times on different days, ideally with a varied route
- Always take complaints seriously and listen sympathetically

Report all incidents to the Practice Manager Ruth Webster immediately. In the case of actual or threatened violence contact the police. Record the incident on an Event Record (G 110A). Ruth Webster will investigate and record any injuries in the Accident Treatment and Investigation Record (M 252A).

The practice provides support, assistance, and if required counselling to the victims of violence and aggression at work. In pertinent cases a reasonable amount of time off work on full pay will be granted.