

Practice Policy on Violence and Harassment

The philosophy of this practice is that any form of abuse, violence, harassment or bullying is not acceptable in whatever form it takes, for whatever reason.

This policy is to ensure that everyone who works at the practice is protected from possible harm from violent, aggressive or bullying behaviour. It also helps to fulfil the practice's obligations to provide a safe place to work.

This policy covers all abusive, violent or harassment (AVH) incidents, including:

- patients and/or visitors on employees
- patients and/or visitors on other patients and/or visitors
- employee on employee

Employees are anyone engaged by the practice including self-employed contractors (for example associates), temporary and casual workers.

The person who is responsible for the operation of this policy is **Utpalendu Bose**

At this practice, we define violence, aggression or bullying as:

- Actual or threatened physical assaults on staff or anyone else within the practice
- Psychological abuse of staff
- Verbal abuse which includes shouting, swearing and gestures

The workplace is defined as the practice premises and all other premises where work is undertaken as part of the person's official duties.

Travelling to and from the workplace other than practice premises is also included within the definition.

To comply with this policy we will:

- Undertake a risk assessment
- Ensure that the practice premises are secure
- Install a panic button on the reception desk and check each week that it is functioning
- Provide regular training in dealing with difficult/aggressive patients

- Provide training for all employees who may be at risk from AVH, in order to equip them to deal with situations that could arise
- Provide personnel who are required to stay on the premises after 9pm, where necessary, with the cost of a taxi home (optional)
- Provide personnel who are required to visit patients in their homes with a personal alarm
- Aim to operate an effective appointment system and make the reception area as relaxing as possible to minimise delays and tension
- Operate a protocol for dealing with out-of-hours emergencies which will include call logging.
- Actively encourage a culture of support for employees who are at risk of or subjected to AVH.
- All reports of AVH will be taken seriously and acted upon.

All incidents (however trivial) must be reported at once to **Utpalendu Bose** and details recorded. In the event of any actual or threatened violence, the police will be called. Injuries should be recorded in the accident book.

Employees must:

- Familiarise themselves with this policy and conform to the requirements contained within it.
- be responsible for their own security and the security of others who may be affected by their acts and omissions.
- co-operate with senior team members on security matters and observe all safety rules at all times.
- undertake conflict resolution training if required
- promptly report all AVH incidents, hazards or near misses and damage caused
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The practice will undertake to provide support, assistance and, if necessary, counselling to members of the practice who are victims of abuse, violence or aggression in the course of their work.

Patients and Visitors are expected to:

- treat practice employees and other patients and visitors with respect;
- behave in a way that is appropriate and will not lead to AVH incidents.

Abusive telephone calls

If a member of the team receives an abusive telephone call, they should warn the caller that they will terminate the call if they do not modify their behaviour. If the caller continues to be abusive the member of staff has the authority to terminate the call. They should notify the **Utpalendu Bose** immediately and complete an incident report form.

This Policy was reviewed and implemented on: **10/7/20**

This policy and relevant procedures will be reviewed annually and are due for review on: **10/7/2021** or prior to this date in accordance with new guidance or legislative changes.