

## **VIOLENCE AND AGGRESSION POLICY**

The practice has a duty to care for the health and safety of its visitors and patients. The practice also has a legal responsibility to provide a safe and secure working environment for staff. The purpose of this policy is to address instances of unacceptable behaviour which may cause harm or the fear of harm to any person within the Practice. The scope of this policy is therefore:

Instances of violence or aggression committed by any person, whether patient, visitor or any other person working within the practice against any patient, visitor, or other person working within the practice.

Violence and aggression are defined as:

- Violence is the use of force against a person and has the same definition as “assault” in law (i.e. an attempt, offer or application of force against the person). This would cover any person unlawfully touching any other person forcefully, spitting at another person, raising fists or feet or verbally threatening to strike or otherwise apply force to any person.
- Aggression is regarded as threatening or abusive language or gestures, sexual gestures or behaviour, derogatory sexual or racial remarks, shouting at any person or applying force to any practice property or the personal property of any person on the practice. This would cover people banging on desks or counters or shouting loudly in an intimidating manner
- This includes (but isn't limited to) any form of abuse including ageism, racism, sexism, homophobia, biphobia, transphobia, or harassment or abuse on basis of disability, marriage or civil partnership, pregnancy or maternity, religion or belief

All patients are expected to behave in an acceptable manner and violent or abusive behaviour towards staff, patients or visitors will not be tolerated and may result in removal from our practice or even criminal proceedings.

The practice will request the removal of any patient from the practice who is aggressive or abusive towards any member of staff, other patient, or who damages property. All instances of actual physical abuse to any member of staff or patient, by another patient or their relatives will be reported to the police as an assault.

This policy applies throughout the premises, including any car park and grounds. It also applies to any employee or partner away from the Practice but only in so far as it relates to the business of the Practice.

If you have any concerns which you would like to raise, please speak to reception or use the contact form on the website: <https://www.leedsstudentmedicalpractice.co.uk/contact-us/>

Policy Date: Reviewed July 2020, next review July 2021