

STANDARD OPERATING PROCEDURE DOCUMENT (SOP)

Title	Dealing with Unacceptable Behaviour	Doc. No.	OP247
Scope	Clinical and Operational Staff		
Purpose	To ensure that episodes of unacceptable behaviour from a person/patient is dealt with in a calm and non-confrontational way in order to provide high quality care, taking into account the concerns that many patients and their relatives experience at times of ill health.		
Guidelines	PC24 will not tolerate abusive language or threatening behaviour against any member of staff. Any such behaviour may result in the offender being denied access to a PC24 clinician or further measures as appropriate.		
PROCEDURE		RESPONSIBILITY	
1.	Aggressive / Violent Patients This includes any incident at work when a person is abused, threatened or assaulted in circumstances relating to their work. This could be from a patient / carer /relative / friend who is verbally abusive, offensive or intimidating in their behaviour towards staff.	Primary Care 24 Operational and Clinical Staff	
2.	Type of behaviour which PC24 consider unacceptable: <ul style="list-style-type: none"> • Using bad language or swearing at staff • Any physical violence including pushing or shoving • Racial abuse or sexual harassment • Making excessive demands • Insisting that a staff member is dismissed • Insisting that treatment is carried out on demand • Constantly requesting a different GP • Demands to see a particular member of staff/clinician 	Primary Care 24 Operational and Clinical Staff	
3.	Dealing with an Aggressive Patient <ul style="list-style-type: none"> • Try to calm down the situation as early as possible • Remain calm – Advise that you are only trying to help them 	Primary Care 24 Operational and Clinical Staff	

	<ul style="list-style-type: none"> • Empathise with the person, • Keep yourself safe at all times • Always ensure you are positioned closed to an exit point. • Be familiar with the security processes at the site you are working at. 	
4.	<p>Security Measures to consider with Violent Patients in a Face to Face Environment</p> <ul style="list-style-type: none"> • Step back from desk • Lock the reception door • Employ security personnel to support • Use the panic button / Little Green button • Phone the police 	Primary Care 24 Operational and Clinical Staff
5.	<p>If an Incident escalates further, the staff member should be clear in the telling the person/patient they will not be dealt with until they calm down.</p> <p>PC24 staff member to remain calm and keep repeating that the behaviour is unacceptable.</p> <p>If it deemed appropriate, get a more senior member of staff to speak the person/patient.</p> <p>If a person/patient refuses to calm down the consultation will be ended.</p> <p>If a person/patient refuses to leave the Urgent Care Centre (UCC) when requested to do so, contact the police and the security guard at the site to assist.</p>	Primary Care 24 Operational and Clinical Staff
6.	Staff directly involved in an incident relating to unacceptable behaviour from a person/patient should talk this through with a manager or a clinician following the incident.	Primary Care 24 Operational and Clinical Staff
7.	<p>Report any incidents of unacceptable behaviour onto the Datix reporting system. This should include:</p> <p>Patient ID (NHS number)</p> <p>Time and date of the incident</p> <p>Nature of the incident</p> <p>Perspective of the staff member dealing with the incident</p> <p>Names and statements of witnesses</p> <p>Record any actions taken</p>	Primary Care 24 Operational and Clinical Staff

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Title	Dealing with Unacceptable Behaviour		Doc. No.	OP247
Version	V2			
Supersedes	CL043			
Approving Managers/Committee	Head of Service			
Date Ratified	2007			
Department of Originator	Integrated Urgent Care			
Responsible Executive Director	Director of Service Delivery			
Responsible Manager/Support	Head of Service			
Date Issued	2007			
Next Review Date	March 2023			
Target Audience	All clinician and Operational Staff			
Version	Date	Control Reason	Accountable Person for this Version	
1	Feb-2018	New operational SOP which replaces CL043	Head of Service	
2	Mar-2022	Review of current processes	Service Manager	
3				
4				
5				
Reference documents		Electronic Locations	Locations for Hard Copies	
		Primary Care 24 Intranet / Corporate Policies/ Current SOPS/	Standard Operating Procedures File in the Call Centre.	
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