



Zero Tolerance Policy

Person responsible for review of this protocol: Practice Manager Date: 19/12/2021

Date of last review: 19/06/2021

Date of next review: 19/05/2022

Purpose

The protocol sets out the approach of Fulwood Green Medical Centre to the handling of violence towards staff working in the NHS.

This protocol is relevant to all employers and anyone who works at Fulwood Green Medical Centre, including non-clinical staff. Individuals training and visitors/observers on the premises must also adhere to this.

This protocol will be reviewed biannually to ensure that it remains effective and relevant.

Summary

The NHS Zero tolerance zone is a nationwide campaign to tackle violence against staff working in the NHS. Staff working within the NHS should not have to experience abuse at work it does not go with the job and is destructive on many levels. The Improving Working Lives (IWL) standard means that every member of staff in the NHS is entitled to belong to an organization which can prove that it is, along with other good employment practices, applying a zero tolerance on violence against staff. This Policy details the procedure for dealing with such incidents of abuse.

POLICY

1. INTRODUCTION

The NHS Zero tolerance zone is a nationwide campaign to tackle violence against staff working in the NHS. Staff working within the NHS should not have to experience abuse at work it does not go with the job and is destructive on many

levels. The Improving Working Lives (IWL) standard means that every member of staff in the NHS is entitled to belong to an organisation which can prove that it is, along with other good employment practices, applying a zero tolerance on violence against staff.

2. STATEMENT OF INTENT

Where there are genuine cases of unprovoked, substantive violence from service users, visitors or members of the public against employees of Fulwood Green Medical Centre, the practice will enforce a policy of 'zero tolerance' and its managers will actively support employees to report the incident to the police and in subsequently seeking a prosecution against that person or persons'

3. DEFINITION

The definition of work related violence is not subjective. Violence means:

Any incident where staff are abused, threatened or assaulted in circumstances related to their work, involving an explicit or implicit challenge to their safety, well-being or health.

Staff are encouraged to report every incident, including verbal abuse.

4. LEGAL RESPONSIBILITIES

Fulwood Green Medical Centre is committed to caring for the health and safety of all our staff. As with other employers, we have duties with respect to the management of work-related incidents, framed by both national and European health and safety legislation and by their common law duty of care.

5. KEY COMMITMENTS TO OUR EMPLOYEES'

The above commitment also includes a wider undertaking by Fulwood Green Medical Centre to ensure that:

- Employees have access to appropriate training, based on risk assessment that minimises vulnerability of staff in the key areas of aggression management and effective de-escalation.
- All employees should be aware that their safety comes first. They should not be in situations that make them feel unsafe.
- Every reasonable effort will be made to reduce environmental factors that could have a significant impact on behaviour and potentially inhibit the management of a violent situation.
- Fulwood Green Medical Centre will review the effectiveness of this policy through Fulwood Green Medical Centre's Health and Safety Policy to reduce violence by reviewing all incidents reported in an incident reporting form. Fulwood Green Medical Centre has in place a system to record incidents of violence against staff and will publish incidents of violence as required.

- Fulwood Green Medical Centre will take steps to ensure that effective communication channels are available to monitor the activity of staff who work in isolation, especially in the community and enable them to make contact in an emergency.
- Fulwood Green Medical Centre will provide policies to ensure employees are clear on their individual responsibilities in reporting an incident.
- All employees will have access to the support following a violent incident.
- Fulwood Green Medical Centre recognises its common law and statutory responsibilities for health and safety of employees whilst at work. These responsibilities are incorporated into Fulwood Green Medical Centre Health and Safety our health and safety policy.

6. MANAGERS RESPONSIBILITIES

- The practice manager must ensure that all employees of Fulwood Green Medical Centre are aware of the procedures for reporting a violent incident at work.
- The practice manager should encourage employees to report every violent incident at work, including verbal abuse and seek assistance in a violent situation.
- The practice manager must ensure that employees do not feel they have to cope alone with violence, that it is part of their job, or that they do not have your support.
- The practice manager should assess the risks to their staff and analyse their training needs and ensure that all staff are able to cope according to their roles.
- The practice manager must ensure risk assessments are carried out in accordance with the Health and Safety policy of Fulwood Green Medical Centre.
- The Principal General Practitioner is expected to support employees who may be considering a report to the police in cases of serious assault:- This may include Psychological support /Practical support in obtaining medical assistance Assisting contact with relevant agencies in relation to prosecution

7. EMPLOYEES RESPONSIBILITIES

- Employees must report all violent incidents to the practice manager at the time they occur or as soon as possible after. The greater body of evidence against the perpetrators of violence, the greater the chances of bringing a successful prosecution.
- Employees are expected to employ appropriate verbal de-escalation skills to prevent provocation of a potential aggressor and develop strategies to prevent the risk of violence occurring.
- Employees who work in the community must ensure that wherever possible, they have detailed and accurate information prior to initial direct contact with patient. All employees have a duty of care to their co-workers and must

ensure that any act or omission does not compromise the Health and safety of others.

- Employees are encouraged to work in partnership with managers and staff side representatives to reduce incidents of violence at work. All employees are encouraged to raise issues, which concern them, and suggested strategies should be raised with their practice manager in the first instance.