

MIDDLEWOOD LEAFLET ABOUT ZERO TOLERANCE

This Leaflet explains Middlewood’s approach in relation to any behaviour that may cause harm or the fear of harm to any person on its premises. For further information, please just contact a member of our staff.

1. WHAT BEHAVIOUR MAY CAUSE HARM OR THE FEAR OF HARM?

The zero tolerance procedure comes into play when there is any instance of violence or aggression by any patient, visitor or other person on Middlewood premises against someone else on those premises. Examples would include raising fists, shouting, swearing, banging on furniture or making threats.

2. HOW WILL MIDDLEWOOD STAFF RESPOND?

Our staff aim to be polite, helpful and sensitive to patients’ individual needs and circumstances. In the first instance, we will calmly ask the perpetrator to stop, while following any necessary emergency procedures.

3. WHAT IF THE VIOLENCE OR AGGRESSION CONTINUES?

If the person being violent or aggressive doesn’t stop when requested, our staff will ask the Practice Manager to attend and help to resolve the situation.

4. WHEN WOULD MIDDLEWOOD INVOLVE THE POLICE?

Where someone is acting unlawfully or needs to be removed from Middlewood premises, our staff will call the police.

We adopt a ‘zero tolerance’ approach, and will press charges against anyone who commits an act of violence or aggression that may constitute a criminal offence.

5. WHAT HAPPENS AFTER THE INCIDENT?

We have a significant events analysis procedure. Following any incident, we will employ this procedure to carefully consider the events, the actions that need to be taken and any lessons that need to be learnt. Any person who has been affected by the incident will be offered appropriate support.

The Practice Manager will write to anyone who has been violent or aggressive on Middlewood premises advising that this behaviour will not be tolerated and further incidents will result in being removed from the practice list. In certain circumstances, we may remove a patient from our list with immediate effect.