



## Abuse against staff

We want to help and support you in your care. We aim to work with our patients in a relationship of trust and respect.

In order for a doctor and their team to be helpful, there has to be relationship of trust and understanding between doctors, their teams and patients.

Sometimes, people behave in a way which damages this relationship, for example by being rude or abusive to doctors or practice staff.

If there is a concern that the trust relationship is in jeopardy due to such behaviour, then the Managers will discuss the incident with the patient's registered GP. As long as the GP believes it to be appropriate, the Manager will then write to the patient explaining that their behaviour was not acceptable, asking them to refrain from such behaviour and explaining that the consequences of such behaviour being repeated could lead to the patient being removed from the practice list.

If the patient ignores the warning and continues to act in a way that undermines the trust relationship then the Practice will again consult with the patient's registered GP and if appropriate write to them again informing them that they are to be removed from the Practice list. The Practice will inform the local authority informing them that the person has been removed from the list. Removing people from the practice's register takes about a week and the surgery will continue to offer care to the person for 14 days after the letter is written.

In extreme cases where patients have been violent to any members of the practice team or have been threatening to the point where there have been fears for personal safety, the incident will



immediately be reported to the police. In these circumstances we will remove the patient from our list straight-away and follow this up in writing.

### **Abuse towards GPs**

UK GPs experience higher levels of abuse than many of their European counterparts, a survey of 1,000 doctors in five countries suggests.

94% of 200 UK GPs asked said they had been verbally abused, while a third told the survey for GP magazine they had been physically attacked.

| <b>Country</b> | <b>%</b> |
|----------------|----------|
| UK             | 94       |
| Spain          | 88       |
| Germany        | 85       |
| France         | 81       |
| Italy          | 75       |

*Last updated June 2015*