

Violence & Aggression in the Workplace

Centric Health has responsibilities towards maintaining the health, safety and welfare of all its employees. Violence, abuse and aggression towards any employee is unacceptable.

All employees have the right to be able to perform their duties without fear of abuse or violent acts.

We treat everyone with dignity and respect and we expect the same from our patients.

Definition of Physical and Verbal Abuse and Violence:

"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."

Physical and verbal abuse includes:

- Unreasonable and / or offensive remarks or behaviour / rude gestures / innuendoes
- Sexual and racial harassment
- Threatening behaviour (with or without a weapon)
- Actual physical assault (whether or not it results in actual injury) includes being pushed or shoved as well as being hit, punched or attacked with a weapon, or being intentionally struck with bodily fluids or excrement.
- Attacks on Partners, members of staff or the public
- Discrimination of any kind
- Damage to employee's or employer's property

Every effort will be made to understand the issue and seek a resolution. If a patient however continues to behave in an unacceptable manner or an acceptable resolution cannot be reached, the patient will be warned in writing that if their behaviour does not improve they will be removed from the practice and asked to register with a GP elsewhere. In extreme breaches of our policy patients can be removed from the practice with immediate effect and asked to find a new GP.