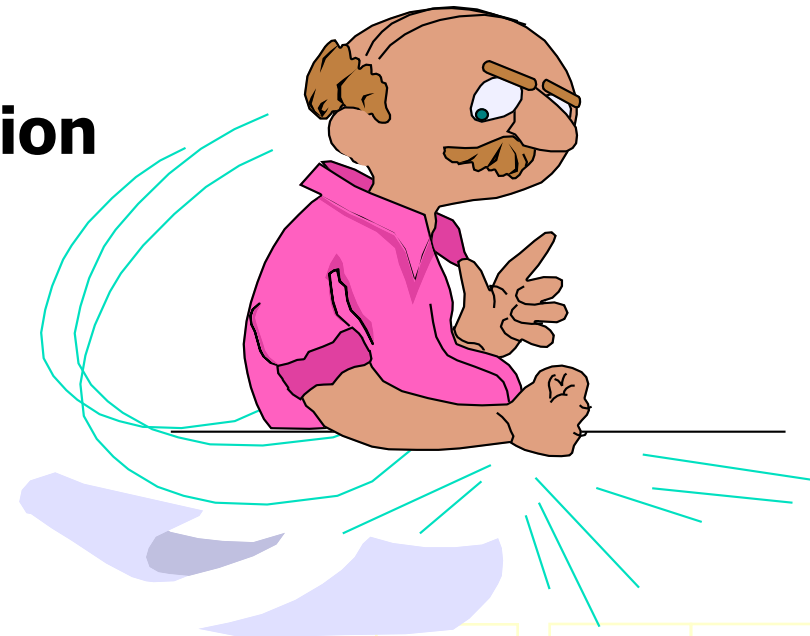


TRICKY ENCOUNTERS

Dealing with Aggression

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June 2001



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Tricky Encounters Contents

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Dealing with Aggression Receptionist - Can I help you?



Dealing with Aggression Dr Jones - it's you!



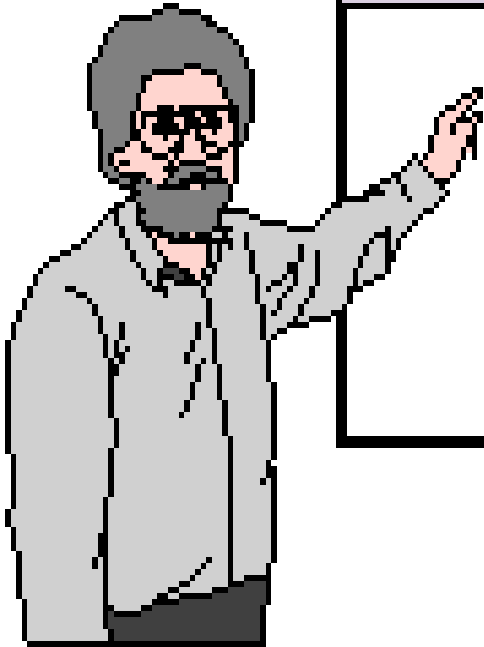
Violence in the Surgery

- Incidents of verbal aggression and physical violence are dramatically increasing in GP surgeries.
- Some A & E Departments & Ambulance crews now have a permanent police presence.
- The right to remove violent patients from a doctors list is not enough. Proposals exist to provide 'safe' premises for offenders.
- Physical barriers are no longer sufficient. Increased security is vital. Two doctors were murdered at Pinderfields Hospital.
- Surgery Staff need training in how to cope with aggression.
- Surgeries should have policies for handling aggression.

But - it will never happen here!

- **HOWEVER, IT DID!**
 - Doctor attacked by knifeman in surgery
 - Self-discharged Mental patient pesters doctor
 - Drunk removed from surgery after threatening behaviour
 - Two youths fight in waiting room
- **SO WE HAD TO!**
 - Install Panic alarms
 - 'Emergency' password
 - Fit Security locks to entrance doors
 - Enclose reception counter and fit strengthened glass
 - Introduce Video camera surveillance
 - Appoint Security guard

What Winds Me Up?



- Unanswered telephones
- Rude People or Bullies
- Bank Statements
- Indecision, changing minds
- Trivial interruptions
- Paper - junk mail
- Walking up hills
- My Car breaking down
- Queues, jams
- Endless NHS re-organisation

Exercise - What Winds You Up?

List ten things that wind you up personally at home or at work?

- SOMEONE -
- shouting at you
- being late
- saying no!
- getting it wrong
- threatening you
- being rude to you
- telling you what to do
- SOMEONE -
- being stubborn or stupid
- expecting or assuming too much
- being unfair, or unreasonable
- laughing at you

Exercise - What Winds People Up

List ten things that you think wind people up generally?



- Life's Events, Home life
- Ill Health - self, family
- Stress At Work/Home
- Lack of Money/ Costs
- Cars / Machines not working
- Poor Public transport
- Someone saying No
- Family, friends etc

Exercise - How do you feel when you become angry or upset?

- Heart beats rapidly, Red Face
- Hot and sticky, Sweating,
- Bundle of Nerves, Breathless
- Speechless, Talkative
- Dry Mouth or Dry Throat
- Churning Tummy, Butterflies
- Tight Chest, Muscle Tension
- Feeling Weak at knees
- Going still or rigid, Tearful
- Feeling of wanting to run



Aggression & Violence incidents occur because:-

- Immediate attention is refused, or not available
- Patient's choice of Appointment is refused
- A Prescription is not available immediately.
- Telephone lines busy, and not answered
- When surgery closing - last minute
- Patient is drunk or high on drugs
- A Mental condition
- Attention seeking
- Doctor, Nurse or Staff inadvertently rude?
- Not sticking to the rules or vice versa

What do you look for?

- Raised Voice levels, shouting, attracting an audience
- Colourful Language - swearing, complaining,
- Body Language, pointing, table thumping, sighing,
- Strangers
- new patients, emergencies
- Appearance - shabby, unwashed, unshaven
- Dress - untidy, ragged, rings in body parts
- Pre-determined Agenda
- expects immediate attention, demands priority

Handling Tricky Telephone Calls

- Suggest calls are being monitored or taped
- Say that Behaviour is unacceptable
- Say phone will be put down if Behaviour continues
- Put phone down after final warning



Taking Steps to Calm Down



- Take a Deep Breath
- Do Not Raise your Voice or change the tone of your voice
- Do Not Move Suddenly
- Try to keep still
- Do Not Copy or Mirror Actions
- Ask Aggressor to Sit Down
- Keep an Escape Route Open
- Try Humour but only if appropriate

The 'Ground' Rules

- NEW NHS ADVICE
- Do Not Accept Abuse, Swearing or Violence
- Try to Be Sincere
- Ask for Help if you cannot sort out the problem
- Do Not Let the Situation Get Out Of Hand
- Know When and How to use a panic Alarm



Knowing When to Help



- Monitor situations carefully
- Tell person to STOP unacceptable behavior
- If you need help, take a break, get help explain situation - don't ask aggressor repeat story again
- Do not interrupt unless absolutely necessary
- Do not overrule staff
- Use panic alarm
- Do not be afraid to call the Police
- Keep a record of incidents

Aggression - A Policy of Your Own

- Maintain of Register of Aggressive Patients
- Maximise Security in and around your Surgery
- Train Doctors, Nurses and Staff in handling aggression
- Set out guidelines for handling aggressive patients
- Agree system for 'raising the alarm'
- Adopt 'zero tolerance'; Call Police to Violent Incidents immediately
- **DO NOT TOLERATE VIOLENCE OR ABUSE**

Violence and Aggression Our Zero Tolerance Policy

- **THIS PRACTICE WILL NOT TOLERATE ANY VERBAL ABUSE OR PHYSICAL VIOLENCE TOWARD ANY DOCTOR NURSE OR STAFF MEMBER.**
- **Staff have been told to Call Police to each Violent Incident immediately.**
 - **Please treat us with the respect we deserve.**
- **SAMPLE POSTER**