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

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

The zero tolerance procedure applies 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, throwing things or making threats.

1. **WHAT CAUSES UPSET OR DISTRESS?**

The zero tolerance procedure applies when there is any instance of verbal abuse, shouting, rude, threatening or demanding behaviour by any patient, visitor or other person on Middlewood premises against someone else on those premises

# 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.

# WHAT IF THE BEHAVIOUR CONTINUES?

If the person doesn’t stop when requested, our staff will ask a Manager to attend and help to resolve the situation.

# 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.

# WHAT HAPPENS AFTER THE INCIDENT?

Following any incident, we will 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 perpetrator advising that their behaviour is unacceptable and 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.