



London Pain Clinic

Violent and Abusive Behaviour Policy

Purpose

To ensure a safe and respectful environment for all staff at the London Pain Clinic, as required by law.

Zero-Tolerance Policy

The London Pain Clinic has a zero-tolerance policy for any verbal or physical abuse towards consultants, staff, or other patients. Violent or abusive behaviour can lead to the patient being discharged from our care. Physical abuse will be reported to the police. Persistent non-compliance, despite prior warnings, may also result in discharge according to GMC Guidelines.

Unacceptable Behaviour

Unacceptable behaviour includes, but is not limited to:

- Violence
- Threatening language or behaviour
- Discriminatory remarks
- Malicious accusations
- Offensive gestures
- Property damage
- Theft
- Intimidation
- Offensive language or remarks
- Harassment
- Defamation or Smearing

Response to Abusive Behaviour

Initial Incident:

- Staff should avoid harm and aim to calm the situation professionally.
- If behaviour is unrelated to mental impairment, a formal verbal/written warning will be issued and recorded in the patient's records.

Continued or Escalated Behaviour:

- The COO or CEO will issue a formal written final warning with details of the unacceptable behaviour and this will be recorded in the patient's records.

Repeated or Persistent Behaviour:

- Persistent abusive behaviour may result in discharge from the clinic, with the patient informed by the COO or CEO as per GMC guidelines.

Exceptional Circumstances

- In serious cases where there is a significant breakdown in the relationship due to abuse, the patient may be discharged immediately.
- Whenever possible, the clinic will engage with the patient to seek a resolution and provide written reasons for any discharge.

Dealing with Abusive Communications

Phone Calls:

- Staff should try to de-escalate abusive or threatening phone calls.
- If unsuccessful, the call may be passed to a Line Manager or terminated if the behaviour continues.
- The caller will be informed of the unacceptable behaviour and the pending termination of the call.
- A follow-up letter will be sent addressing the inappropriate conduct.

Emails:

- Abusive emails will be reviewed by the COO/ CEO and appropriate action will be taken, which may include issuing warnings or considering discharge from care.

Scope

This policy applies to all staff, both temporary and permanent, working for or on behalf of the London Pain Clinic. It covers all forms of violence, intimidation, abuse and aggression from patients.

Personal Safety

Staff have the right to protect themselves and withdraw from conflict situations to maintain safety.

Appendices

- **Appendix 1:** Quick Action Flowchart for dealing with violent/abusive patients.
- **Appendix 2:** Template for Initial Warning Letter.
- **Appendix 3:** Template for Final Written Warning Letter.
- **Appendix 4:** Template for Discharge Letter.

This policy ensures all staff can work in a safe environment free from abuse and violence, with clear procedures for addressing and mitigating abusive behaviour by patients.

Appendix 1:

Quick Action Flowchart Relating to Violent/ Abusive Patients

Initial assessment of a patient who is being abusive:

Verbal or Written Warning

- Incident occurs involving abusive behaviour.
- Staff remain professional and attempt to calm the situation.
- If behaviour continues, a verbal/ written warning is issued and documented by the COO or CEO.



A continuation or escalation of the abusive behaviour:

Formal Final Written Warning

- COO or CEO issues a final written warning if behaviour persists.
- Details of the behaviour and warning are documented.



Discharge

- Persistent abusive behaviour despite warnings results in discharge from care.

Appendix 2



London Pain Clinic

Date: XX/XX/XXXX

Patient Name

Patient Address

Postcode

Consulting Room:

9 Harley Street

London

W1G 9QY

Contact details:

T: 0207 118 0250

F: 0207 118 0240

E: info@londonpainclinic.com

W: www.londonpainclinic.com

Dear [Patient's Name],

Initial Warning: Unacceptable Behaviour

I hope this letter finds you well. We are writing to address a recent incident involving your behaviour towards our staff at the London Pain Clinic on [date of incident].

It has come to our attention that your behaviour during this incident was inappropriate and included [specific details of the behaviour, such as verbal threats, abusive language, etc.]. This type of behaviour is unacceptable and contrary to the values and standards we uphold at our clinic.

As per our Violent and Abusive Behaviour Policy, we maintain a zero-tolerance approach to any form of abuse, whether verbal or physical, directed towards our staff, consultants, or other patients. Ensuring a safe and respectful environment for everyone is our utmost priority.

This letter serves as an initial warning regarding your behaviour. We expect all patients to conduct themselves respectfully and appropriately at all times. Any recurrence of such behaviour will result in further action, which may include a formal written warning or potential discharge from our care.

We understand that managing pain and discomfort can be challenging, and we are here to support you through your treatment. However, mutual respect and appropriate conduct are essential for us to provide the best possible care.

If you have any concerns or need assistance in managing your situation, please do not hesitate to contact us. We are committed to working with you to ensure a positive and productive relationship moving forward.

Thank you for your attention to this matter.

Yours sincerely,

Signature

Name

Position

Appendix 3



London Pain Clinic

Date: XX/XX/XXXX

Patient Name

Patient Address

Postcode

Consulting Room:

9 Harley Street

London

W1G 9QY

Contact details:

T: 0207 118 0250

F: 0207 118 0240

E: info@londonpainclinic.com

W: www.londonpainclinic.com

Dear [Patient's Name],

Formal Written Warning: Unacceptable Behaviour

We are writing to formally address an incident that occurred on [date of incident] involving your behaviour towards our staff at the London Pain Clinic.

As outlined in our Violent and Abusive Behaviour Policy, we have a zero-tolerance stance on any form of abuse, whether verbal or physical, directed towards our staff, consultants, or other patients. It has come to our attention that during your recent visit/communication, your behaviour was unacceptable and included [specific details of the behaviour, such as verbal threats, abusive language, etc.].

To ensure a safe and respectful environment for everyone, we must enforce our policies strictly. Therefore, we are issuing you this formal written warning. The specific behaviour that was deemed unacceptable is as follows:

- [Detail 1]
- [Detail 2]
- [Detail 3]

This behaviour is not tolerated under any circumstances and must cease immediately. Failure to comply with this warning and any repetition or escalation of such behaviour will result in further action, which may include your discharge from our care in accordance with GMC guidelines.

We are committed to providing a safe and supportive environment for all our patients and staff. We understand that pain and discomfort can be very challenging, and we are here to

support you through your treatment. However, mutual respect and appropriate conduct are essential.

If you wish to discuss this matter further or need assistance in managing your situation, please do not hesitate to contact us. We are here to help and hope to resolve this matter amicably.

Please consider this letter as a final warning regarding your behaviour. Continued abuse or misconduct will leave us with no choice but to reconsider your relationship with our clinic.

Thank you for your immediate attention to this matter.

Yours sincerely,

Signature

Name

Position

Appendix 4



London Pain Clinic

Date: XX/XX/XXXX

Patient Name

Patient Address

Postcode

Consulting Room:

9 Harley Street

London

W1G 9QY

Contact details:

T: 0207 118 0250

F: 0207 118 0240

E: info@londonpainclinic.com

W: www.londonpainclinic.com

Dear [Patient's Name],

Notice of Discharge from Care

I hope this letter finds you well. I am writing to inform you of an important and regrettable decision regarding your care at the London Pain Clinic.

As previously communicated in our formal written warning dated [date of warning letter], we have a strict zero-tolerance policy regarding abusive behaviour towards our staff, consultants, and other patients. Despite our efforts to address and resolve the issues surrounding your behaviour, there have been further incidents on [date(s) of subsequent incident(s)] involving [specific details of continued behaviour, e.g., verbal threats, abusive language, physical aggression].

Given the persistence of this unacceptable behaviour, we have no option but to terminate our professional relationship with you. This decision has been made in accordance with our Violent and Abusive Behaviour Policy and the guidelines set forth by the General Medical Council (GMC).

Please consider this letter as formal notice of your discharge from our care, effective immediately. We understand that this may be a difficult time for you, and we are committed to ensuring a smooth transition of your care. We recommend that you:

- Contact your GP for further advice and referral to another specialist if necessary.
- Request a copy of your medical records from our administration office to ensure continuity of care with your new provider.

Your medical records will remain confidential and can be transferred to a new healthcare provider upon your request. Please contact our office at info@londonpainclinic.com to facilitate this process.

We regret that it has come to this decision, but the safety and well-being of our staff and patients must remain our top priority. We wish you the best in your future care and hope that you find a suitable environment to continue your treatment.

Yours sincerely,

Signature

Name

Position