

NO ABUSE CAMPAIGN

With this campaign we are sending a **clear message – abusive behaviour will not be tolerated and there is no excuse for it.** Our staff are human too and they get affected by these incidents, so we need to clamp down on any such behaviours.

There are times when practice staff fear for their physical safety. Even when that's not the case, the impact can be significant. Ultimately, abuse can lead to unhealthy stress levels and may adversely affect mental health. When staff feel that their job is becoming emotionally damaging on a severe scale, they are more likely to take sick leave or even choose to leave their job and general practice altogether.

There is a legal obligation on practices to manage and protect employees' health, safety and welfare at work. This includes their emotional safety

Unfortunately we have experienced abusive, aggressive and threatening behaviour towards our practice staff. This is also appearing to become a regular occurrence.

Merton Lodge Surgery records all calls, some of the comments heard during a review of the calls are simply not acceptable and have been very upsetting to the staff involved. Our staff have been left visibly upset and distressed following contact with aggressive patients.

This surgery will take action against any patient who is aggressive, abusive or threatening towards our staff.

NHS England has updated its guidance to GP surgeries, we will actively deduct patients from our list who's behaviour is:

- Abusive verbally, physically or digitally / online
- Using bad language or swearing at staff or other service users
- Using verbal, non verbal and environmental slights, snubs and insults that communicate hostile, derogatory or negative messages. **This applies to social medial platforms too.**
- Aggressive physically, in their tone, mannerisms or communications
- Violent or threatening to be violent—this can also lead to prosecution
- Unnecessarily Persistent or has unrealistic service demands that cause disruption
- Targeting a person based on their protected characteristic. Intentional or not.

We are not here to be shouted at, abused or threatened and it is not 'just part of our job'.

When issues arise, we ask patients to remain calm, respectful and polite. By talking to us, (not shouting) we are better able to understand the problem and offer solutions.

We do understand that when people are unwell, they are not at their best, but the level of abuse seen recently is becoming severe and persistent.

High levels of abuse are proven to increase staff illness & stress and contribute to high staff turnover, which in turn affects the service we can offer.

The abuse is becoming so frequent that some staff don't want to do the job anymore, and that's a big threat—perhaps the biggest threat to patient care!

This applies to all staff & clinicians.

More campaign details: www.Lincolnshire.nhs.uk/latest-news/no-excuse-abuse

PLEASE BE RESPECTFUL, CALM AND POLITE
WHEN ACCESSING OUR SERVICES.

NO EXCUSE FOR ABUSE

Example of abuse aimed at Lincolnshire NHS staff

*“You are just a stupid
receptionist, I could do
a better job than you.”*

Our NHS staff are real people.
Please treat them with the same respect you
and your family would expect to receive.

Abuse of any kind will not be tolerated and may lead to prosecution.

