

Workplace Aggression Policy

At Priory Dental Care we aim to protect the safety and well being of our staff, patients and visitors at all times. Our policy for workplace aggression is intended to protect all members of our staff, and anyone who visits the practice, from undesirable behaviour.

Our philosophy is that violence and aggression, in any form and for whatever reason, is unacceptable behaviour and it will not be tolerated. We are committed to taking all reasonable steps to minimise the risk of violent and aggressive behaviour against our staff whilst acting in the course of their duties.

This policy applies to the employer, all employees, patients and any visitors to the practice. Anyone attending the surgery that shows violence or aggression to any dentists, staff, patients or other visitors, be it verbally, physically or in any threatening manner whatsoever, risks removal from the practice.

We define violent or aggressive behaviour as any behaviour which produces damaging or hurtful effects, physically or emotionally to other people. This definition is not exhaustive but would include: -

- Verbal abuse, including name calling
- Bullying, shouting, swearing or intimidation
- Threat of harm, including to property or family
- Assault - resulting in injury or not
- Racial or sexual abuse

The employer is legally responsible for the safety of all employees whilst on the practice premises. The practice manager is responsible for staff training, implementation and review of this policy. All staff members have a duty to take reasonable care of themselves and any other persons who may be affected by their actions and must comply with this policy at all times.

In order to manage this process will we use the following procedures: -

1) Risk Assessments

Risk Assessments are carried out and documented on an annual basis, or sooner if the need arises. Any identified areas of weakness will be rectified with immediate effect.

2) Staff Training

All employees will receive key training, during their initial induction, in order to spot the early signs of aggression and the best way to deal with any given situation. We will also actively encourage employees to partake in any in-house or third-party training courses that we feel may be beneficial.

3) Personal Safety

Staff must act in a way that does not provoke or enhance the possibility of aggression or violence. Any staff member found to be encouraging aggression or violence may be subject to disciplinary action.

4) Practice Security

Staff have a responsibility to act in accordance with the training provided to use the following practice security measures in an effective manner. These are: -

- Telephone System
- Panic Buttons
- Instant Messenger Software
- Door Chime on front and rear exits
- Burglar Alarm

Staff must keep the front door of the building locked before and after official opening times and when they are on their own in the premises. The unlocked building must always be occupied by two or more staff. Staff are responsible for keeping their door key and alarm fob safe at all times, any losses may breach security and must be reported immediately.

5) Incident Reporting

All staff have a responsibility to report any incidents of aggression or violence, including details about where and when it occurred, who was involved and any relevant circumstances that may have contributed to the incident. Serious incidents should be documented, signed and kept in the office. Minor incidents and incidents of verbal abuse should be reported to the practice manager as they occur. Staff should also be proactive in reporting, to the practice manager, any patient or member of the public that they think may cause problems.