



Dealing with Abusive, Aggressive and Violent Patients

Date: 16th October 2024
Times: 1330 - 1630
Venue: Microsoft Teams Online Platform

Places available: 12

Fee/s:

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| NfP Members | £60 |
| Non Members | £105 |

This workshop is suitable for anyone that may come into contact with patients who are abusive, aggressive or potentially violent.

Introduction

Do you, or your colleagues know how the law that protects you when you are at most risk of violence? Are you able to assess to prevent the risk? Are you prepared to deal with the risk? Are you managing your duty of care to your staff and your patients in respect of safely managing aggressive patients?

This workshop will provide key staff with a firm understanding in how they are best preventing, managing and dealing with patients who pose risk through aggressive and abusive approaches and subsequently the course will aid the partnership liability in their duty of care. In days where more aggression towards our teams are evident, this is a must course for managers to be attending.

Aims:

To provide staff with confidence in their knowledge of their lawful rights to protect themselves against aggression, violence or the threat of violence whilst also understanding the importance of pre-planning to prevent the risk.

This course will help you stay safe within the rules of the law!

Learning Outcomes:

By the end of the workshop staff and employers alike will have:

- A firm understanding on how to manage aggression within the workplace by introducing effective de-escalation strategies
- A clear understanding and confidence in how the law protects staff or patients who are under threat of abuse or violence
- Gathered information that will enable you to manage and deescalate situations of threat and or violence within the workplace **lawfully** by having the ability to recognise signs and triggers to escalating violent behaviour
- To firmly understand the prevention considerations that will support your staffs ability to mitigate the risk.

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Trainer Information

Richard Marriot is an experienced senior manager within the NHS. He joined the sector in 2006 from the military, where he became head of NHS Fraud Investigation prior to moving on to working for NHS England at the Strategic Clinical Network, as well as supporting the development of primary care services across England and Wales, prior to taking up a role in North Wales as a primary care lead.

He has a passion for supporting the development of people and service and has recently departed from his position managing the delivery of service across three surgeries in North Wales, taking up the position of Director of a large health centre in Manchester.

Booking Information

To book a place/s email

bookings@networkforpractices.co.uk

Our acceptance of your booking brings into existence a legally binding contract between us on the following Terms & Conditions - If places are booked but cancelled before payment has been made or a candidate DNAs, the fee will remain due. Cancellations will attract a refund if the course is subsequently fully booked. To avoid any confusion, we ask that Cancellations are by email only. We will make every effort to resell the cancelled place. Where places are free a £25 charge will be applied to cancellations/DNAs. Payment is required within 30 days from date of invoice.

Registered Office: Frome Medical Centre, Enos Way, Frome, Somerset, BA11 2FH

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