



Dealing with Abusive, Aggressive and Violent Patients



Date: 11th March 2025
Times: 1330 - 1630
Venue: Microsoft Teams Online Platform

Places available: 14

Fee/s:

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.

www.networkforpractices.co.uk

Trainer Information

Richard Marriot is a seasoned primary care director/manager, involved in designing, implementing, and delivering NHS operational activities and improvement since 2006. Formally in the military, Richard has a passion for supporting organisations and individuals in their intentions to develop and improve. Currently working in, Greater Manchester, Richard has previously been employed in practice and programme manager positions, delivering programmed change across England and Wales.

In addition to supporting Network for Practices in their delivery of improvement and support across the UK, Richard has also been employed as an Associate Trainer for Thornfield's [FPM] where he delivered risk, change and contingency management. Passionate around supporting organisations and their need to remain resilient.

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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