

Zero Tolerance Service Policy & Procedure for General Practice



June 2017 V1.2

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This document has been reviewed by:

TITLE/RESPONSIBILITY	DATE	VERSION
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Primary Care Contract Manager	June 2017	1.2

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These documents will provide additional information:

REF NUMBER	DOCUMENT REFERENCE NUMBER	TITLE	VERSION
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1.0 Introduction

1.1 Rationale

Wolverhampton CCG must, to the extent that it considers necessary, meet all reasonable requirements to provide primary medical services, or secure their provision to all patients within its area.

Under the regulations referred to in Statutory Instrument 2004 No 291, The National Health Service (General Medical Services Contracts) Regulations 2004 and Statutory Instrument 2004 No 627 the National Health Service (Personal Medical Services Agreements) Regulations 2004, Primary Medical Services contractors are entitled to remove any patient who has been violent or abusive with immediate effect.

When a practice requests the immediate removal of a patient because of an act or threat of violence the police must be informed in accordance with relevant regulations (paragraph 9A schedule 2 of the GMS regulations (England and Wales); paragraph 10, schedule 2 of the GMS regulations (Northern Ireland) 1997 and paragraph 9 of schedule 1 of the NHS (GMS) (Scotland) regulations 1995) and the CCG notified as per our local process.

Separate and specific commissioning arrangements will be in place to provide access to a primary medical service for the care and treatment of patients who are violent.

This Procedure meets the requirements of the Information Commissioner's Office, Data Protection Good Practice Notice, and 'The Use of Violent Warning Markers' December 2006. The CCG is aware of the need to protect patient confidentiality by avoiding, where practical, data flows which identify individuals. However, there is an obligation to share information between professionals and agencies to ensure that appropriate services are provided and safe working practices are adopted. Providers should be encouraged to share information between health and social services agencies, prison, police and other relevant sources to build up a picture of past behaviour so that risks can be assessed and prevented.

This procedure or contents of may be subject to minor change on an on-going basis if improvements to efficiency or safety are identified or required.

1.2 Aims

The purpose of the service is to provide a stable environment for patients who have been subject to immediate removal from a practice's patient list to receive primary medical services with controls in place suitably manage aggressive behaviour and providing a safe environment for the individuals involved in delivering that treatment. The contract does this by:

- The commissioned provider will provide the resources for provision of essential and additional services, recognises the additional workload created by such patients and funds specific security investments required for the safe provision of general medical services by the commissioned provider. The intention is to provide a stable environment in which the health needs of the patient can be addressed in a proper and continuing manner.

- Encouraging providers to work with other primary care practitioners, social services and other agencies to try to identify and treat any clinical and underlying causes of disruptive behaviour to prevent further deterioration.
- Promoting a continuing understanding of the NHS health and social care system to encourage the patient to use the services in a responsible, appropriate and safe way in the future.

The service also seeks to safeguard the families of patients who have been subject to immediate removal from a practice's patient list who are, on occasions, themselves subject to removal. Providing a stable environment for treating the patient will, just as importantly, have the effect of providing similar stability for any family members.

1.3 Principles

From April 2004 the right of a practice to remove a violent patient was extended to safeguard all those who might have reasonable fears for their safety which includes; members of the practice's staff, other patients and any other bystanders present, where the act of violence is committed or the behaviour took place. Violence includes actual or threatened physical violence or verbal abuse leading to a fear for a person's safety.

Provision of safe services is paramount although importance is also placed on balancing the rights of patients to receive services from GPs with the need to ensure that GPs, their staff, patients and bystanders deliver and/or receive those services without the threat or occurrence of violence.

This procedure adheres to the NHS constitution including aspiring to the highest standards of excellence and professionalism¹. Patients' rights under section 3a are reflected in the procedure, ie right to access NHS services and not refused access on unreasonable grounds. The Zero Tolerance service does not discriminate on the grounds outlined in section 3a. Patients on the Zero Tolerance scheme forfeit their rights to choice by the nature of their actions, and the practice can refuse to accept a patient on 'reasonable grounds'² (patients are informed in a letter that an incident occurred).

The NHS constitution section 3b outlines the responsibilities of patients, ie "...Treat NHS staff and other patients with respect and recognise that violence or the causing of nuisance or disturbance on NHS premises could result in prosecution. You should recognise that abusive and violent behaviour could result in you being refused access to NHS services". NHS staff also have the right to: "have healthy and safe working conditions and an environment free from harassment, bullying or violence".

The goal for patients who have been subject to immediate removal from a practice's patient list due to violent and threatening behaviour is to provide a stable and safe environment to receive continuing health care, where safety and security issues have been carefully considered and implemented, addressing any underlying causes of aggressive behaviour.

The service will be delivered by a suitably qualified general practitioner in line with the CCGs Service Specification for Excluded Patients.

Violence or aggression from friends/family members attending with the removed patient will not be tolerated and this could jeopardise the removed patient's placement on the scheme and may require transfer to service provider if necessary.

NHS England (West Midlands) will work within any other local services' arrangements for dealing with violence ie the LMC, the police, other agencies and other parts of the NHS.

The process will be equitable, transparent, fair and auditable.

1.4 Benefits

The Zero Tolerance Service allows the commissioned provider (General Practice and practice staff or suitable alternative) to be more expert and confident in handling patients who have been subject to immediate removal from a practice's patient list.

This outward confidence will also reduce the potential for conflict and hence reduce the risk of a violent or threatening response.

The patient should become better educated as to the impact of any anti-social behaviour on caring professions and should learn to get the best from the NHS. The stability offered by a specified service should lead to an improved doctor-patient relationship in which both the patient and the doctor can work constructively together.

The patient, and where necessary his or her family, will get continuity of care through the provider of the Zero Tolerance Service. This is especially important to counter impressions of abandonment by the NHS which may have been a cause of previous violent behavior(s).

Patients will become aware that their only source of primary care is through the one provider and being disruptive will not enable access to a another doctor/practice or make them the centre of attention.

The commissioned provider of a Zero Tolerance Service will be recompensed for the additional effort and risk associated with providing medical care to potentially violent individuals.

1.5 Scope

This procedure applies to:-

- Patients living within the Wolverhampton CCG boundary who are eligible to register with one of our GP practices either temporary or permanent residents for Primary Medical Services.
- Patients who have been removed with immediate effect, ie those patients who have committed an act of violence or threatened an act of violence against a GP, member of staff or primary care team, another patient or another person at the Practice Premises. This includes excessive or persistent aggression or behaving in such a way that the GP, member of staff or primary care team, another patient or another person at the Practice Premises have feared for his/her safety, **and** the incident has been reported to the police.

- The CCG can also allocate patients to the Zero Tolerance Service where this may affect the safety of Primary Care personnel or if a potentially violent patient is seen in routine general practice ie:
 - The patient is moving into the area and is currently on a violent patient scheme in another area, or
 - The NHS is aware of previous violent incident/s or the patient is known to the criminal justice system for violence
 - The patient previously moved out of area whilst registered with a Zero Tolerance Service and has subsequently re-registered back in area
 - In extenuating circumstances, as a result of a formal risk assessment undertaken by the Review Panel, there may be other patients subject to inclusion in the scheme.

The medical care needs of the families of patients who have been subject to immediate removal will need to be considered on a case-by-case basis. Often it will be appropriate for families to remain registered with the original practice. If the removed patient has family members who are also registered with the practice, they are to be retained on the practice's list for the immediate future.

If the removed patient has family members who wish to register with a practice where their relative has previously been removed, this would be feasible as the registration is with the patient themselves not the removed patient. The removed patient will be instructed not to attend any appointments with family members at either the surgery where the incident occurred or the Zero Tolerance surgery (particularly as Zero Tolerance appointments are not on surgery premises, or not without adequate security).

This procedure is only relevant to Patients allocated under the Zero Tolerance Service. Other removals and allocation processes are carried out in conjunction with NHS England (West Midlands) and Primary Care Support England (PCSE) as per pre-existing contractual arrangements and delegated responsibilities.

Acts of violence displayed by residents not registered with a practice cannot be removed from that practice, even in the event of violence. Their actions should be subject to the criminal justice system in line with any other incident by a member of the public. The person they attend with, who is registered with the practice, can be warned, preferably in writing, that they could be removed from the practice list (under regulations), if their companion's behaviour continues.

The CCG is not constrained by patient choice in placing these patients with a specific provider as the patient's violent behavior will have forfeited their rights to choice by the nature of their actions. The Accountable Officer of the CCG will have overall responsibility for the implementation for this procedure and Zero Tolerance Service.

The Primary Care Team will ensure the procedures are worked to in a timely and consistent manner and be the point of contact for any immediate queries in relation to any aspect of the scheme. The Primary Care Contracts

Manager will escalate to the relevant GP, Panel or respective organisation, as appropriate. The Contract Manager will be supported by Primary Care Support England (PCSE) and maintain liaison with the commissioned provider of General Medical Services for the Zero Tolerance Service.

2.0 Process

2.1 General Practice Responsibilities

The Practice will take all reasonable steps to de-escalate the situation, and if failing to do this to inform the patient concerned of the removal and reasons for this. Every effort will be made by the practice to initially manage these patients in house, if possible, and if necessary with the support of appropriate advocacy services.

In the event of a practice experiencing difficulty with a violent patient they should liaise with the CCG Primary Care Team in the first instance by telephone to discuss the case, followed by completion of the incident form in full, and submitted directly by the practice to Primary Care Support England as a priority for processing. A copy of the incident form should also be shared with the Primary Care Development Manager & Primary Care Contracts Manager so that the CCG are aware of the incident and can notify the Zero Tolerance provider.

Primary Care Support (England) will process this request as a matter of urgency. The patient will then receive primary medical services from the commissioned Zero Tolerance Service only.

When a practice requests the immediate removal of a patient because of an act or threat of violence the police must be informed in accordance with relevant regulations.

2.2 Registration Services (Primary Care Support England) Responsibilities

Primary Care Support England (Registrations) will:-

- Allocate patients to the scheme as outlined in **Appendix 2**.
- Arrange for the transfer of the patient's medical records to the GP Provider.
- Record patients coming onto and being removed from the register in order to prevent re-registration.
- Ensure all relevant information pertaining to individual patients, and the scheme in general, is documented and stored in a timely and confidential manner, either manually or electronically. This includes, but is not limited to, retaining a copy of relevant documentation and the incident form, in a filing system, and maintaining a database of patients.
- Send a removal letter to the patient by recorded delivery (at their last known address or relevant contact address), copied into the GPs contracted to provide General Medical Services to patients on the Scheme, the referring practice, and other agencies that PCSE deems appropriate.

The letter will inform the patient that he/she is to be removed from the GP's list with immediate effect and that their case will go to the next panel. In addition the patient can contribute additional information for the next panel in the form of an appeal, if the CCG's Head of Primary Care receives this in writing **only**, within 30 working days from the date of the letter.

2.3 Responsibilities of Wolverhampton CCG (commissioner)

The commissioner of this service will be responsible for setting up a review panel to ensure the appropriateness of the placement of patients on the respective service list and regularly review processes to ensure they are effective. A flow chart summarising the process of handling new cases is contained in **Appendix 2**. The process for handling review panels is summarised in **Appendix 6**.

New patients or those returning to the service will be reviewed at the next scheduled panel, unless the Zero Tolerance GP/service provider suggests that an earlier review would be beneficial.

The review panel may also make the decision to inform other agencies, not routinely informed, or the joint commissioner may decide to inform other agencies if a decision is required before the panel has met. Details of the review panel are described in **section 3**.

The commissioner will periodically inform other NHS organisations and partner organisations within the area boundaries of patients on the Zero Tolerance list. This will also enable the other agencies to ascertain who has been discharged from the scheme and will allow the other agencies to remove relevant markers in line with Information Governance requirements.

The commissioner will inform Primary Care Support England when it is known that a patient moves out of area, in line with responsibilities defined within Health and Safety legislation.

Finally, the commissioner will liaise with service providers, other agencies, and where appropriate the patient, in order to ensure that the procedures are followed and staff and patient safety is protected.

2.4 Responsibilities of the Commissioned Provider of Zero Tolerance Service

This service should provide for a thorough assessment of the patient's clinical, psychological and social needs, especially those which may result in unrealistic expectations and which may have led to physically or verbally aggressive behaviour in the past.

It should provide time to educate the patient and his or her family or carers on the best way to obtain good quality and continuing services from primary care in particular and the NHS in general.

Patients will need to be clearly informed that they are having care provided within a special service specifically because of their previous violent behaviour. It should be made clear to patients that they are not being excluded from receiving primary care medical services but that their behaviour compromises their right to have access to normal arrangements and locations for receiving those services.

The commissioned provider/contract holder will:-

- Contact the Practice from which the patient has been removed, should any further information be required to support evidence based clinical decision making, as there may be a delay in receiving the medical records.
- Register the patient with their practice or the contractor as appropriate.
- Provide the service in line with the Zero Tolerance Specification & contract.
- Provide required, routine reports to the review panel (for each patient's approximately 6 monthly review, or as required by the panel). The form is provided in **Appendix 6**.
- Inform the joint commissioner and PCSE if the patient changes address, or the notes are requested from another surgery, indicating that the patient has tried to re-register elsewhere.

The GPs contracted to provide this service will offer adequate appointments slots and times:-

- The patient will have been notified in writing describing how s/he can arrange a routine GP appointment. The patient will request an appointment as described in their letter. The consultation venue and time will vary according to the location and service provider; this is notified in **Appendix 7** in a standard initial letter to the patient on removal from their previous GP. Should the appointment system change the GP must inform the patients and NHS England (West Midlands) of the change.
- The Practice/contractor contracted to provide GMS will confirm the appointment with the patient or the patient will be advised to attend the appropriate venue at an agreed time and/or on set days.
- If the patient requires specialist GMS from another Primary Health Care Professional, the Practice/GP contracted to provide GMS will make all reasonable efforts to ensure that these services are available to the patient concerned.

Where agreed in the Service Specification the practice will submit relevant, timely data and claims as required by the commissioner of service. Specific invoice claim forms are supplied on request.

2.5 Out of Hours Services

Consultation should be actively discouraged and home visits should not take place at all. Patients should be encouraged to attend the designated Zero Tolerance Service during normal core hours. Patients who have had their right to mainstream NHS care removed, are only entitled to services if denial of treatment would cause lasting harm or put their lives at risk. There is no obligation to provide out of hours service or home visits to patients identified as posing a risk, where there is no immediate clinical need.

Telephone clinical advice shall be the agreed policy. However, where a face-to-face consultation is deemed essential, the patient should be referred to Wolverhampton's Out of Hours service where staff have been warned of the visit and all necessary and appropriate security measures have been considered and prepared, or referred to Accident and Emergency services.

3 Panel Meetings

A review panel will convene on at least a quarterly basis and during a one-year period will review **all** patients on the scheme at entry to the scheme at least twice during that 12 month period, unless the Zero Tolerance provider/GP or panel suggests alternative frequency of review.

3.1 New Patients to the Service

If a patient appeals at the point of **entry** onto the scheme, and a review panel is not due in the next 30 days, an ad hoc review panel will convene (either face to face or virtually) specifically to review their case, and then the regular review programme as described below will continue.

The review panel will consist of at least one GP from within the CCG's membership, one lay person and be chaired by a member of staff from the Primary Care Team.

A formal record of discussions at each Panel Review Meeting will be required using the relevant templates (see appendices) for each case being discussed to confirm the outcome of each meeting and also confirming which cases will be reviewed at subsequent meetings via use of a forward plan. The agenda will comprise of the following items:-

- Review of existing patients
- New patients to the service
- Patients returning to the service
- Consideration of Appeals
- Risk Assessments required/for consideration
- Patients no longer requiring the service

The panel will be chaired by the Head of Primary Care and all relevant information will be compiled by the Primary Care Team to enable discussions during the Panel Meeting.

3.2 New Cases

All new cases will be referred to PCSE whereby the incident form will be reviewed to ensure the patient fulfilled the criteria for being placed onto the scheme, ie the patient;

- Is registered with a Wolverhampton GP practice
- Is a temporary or permanent resident
- **and**
- Has committed an act of violence against a GP, member of staff or primary care team, or
- Has committed an act of violence to a member of the public at the Practice Premises, or
- Has threatened an act of violence against any member of staff or public, or
- Is behaving in such a way that the staff or public have feared for his/her safety,
- **and**
- The incident has been reported to the police.

Or

- The patient was previously on the Zero Tolerance list for Wolverhampton, moved out of area, and has moved back into Area (even if the patient has

re-registered with another practice, and the practice is unwilling to take them on once notified of the previous history)

Or

- The patient has moved into the area and was previously on another NHS England Team's Zero Tolerance list (even if the patient has re-registered with another practice, and the practice is unwilling to take them on once notified of the previous history or NHS England deem the past history of sufficient significance to place the patient on the Zero Tolerance register until the next panel is convened)

Or

- Where the NHS is aware of previous violent incidents/known to the criminal justice system for violence which may affect the safety of Primary Care personnel.

In extenuating circumstances, as a result of a formal risk assessment undertaken by the review panel, there may be other patients subject to inclusion in the scheme on a case-by-case basis. This procedure is not for patients with whom there has been a breakdown in communication, or a threat or act of violence by a patient's relative/friend.

Until the panel is being convened, the patient will receive General Medical Services through the service with immediate effect.

A form will be completed by the panel to ensure all the relevant points are discussed, reasons for the decision and that these are appropriately documented. (**Appendix 5**) The panel can also review additional evidence such as: the patient's medical record; statements from Healthcare professionals and staff; Police, Her Majesty's Prison Service, and Probation statements; Solicitor statements, reports and letters, patients' written statements; and Incident reports and risk assessments. The panel can be a 'virtual panel' if required to meet the required timescales, but relevant documentation will continue to be used.

If the panel deems the decision to allocate the patient onto the scheme appropriate, then the patient will continue to be offered General Medical Services as per the terms and conditions of this procedure, subject to reviews as stated below. If it is deemed **inappropriate** for the patient to have been allocated to the scheme, the potential for return back into a new practice will be discussed and agreed.

The decision to remain on or be removed from the Zero Tolerance list will generally be notified to the patient within 10 working days.

A flow chart summarising the procedure for handling new cases is in **Appendix 2**.

3.3 Reviewing patients currently using the Zero Tolerance Scheme

The provision of care to a patient within the Zero Tolerance Service will be subject to standard case review, on approximately a six-monthly basis, undertaken by the contracting provider; this is to consider whether or not they recommend the patient continues to receive care under the Scheme. A

proforma is to be used to ensure all the relevant points have been discussed and appropriately documented. (**See Appendix 6**).

If it is agreed that the recommendation of the provider and/or the panel considers that from the information available that the patient is ready to re-enter routine General Practice, the patient will be free to register at any practice other than the one from where they were removed, or where previous incidents have occurred. Any anticipated difficulties with registration, ie if it could be argued that the patient has had a breakdown in relationship with all of the Practices in his/her catchment area, will be discussed during the panel meeting.

The focus will be on returning a patient to routine general practice as soon as possible, and on occasion specific arrangements may need to be put in place to allow this to occur. The fall-back of rapid re-admission to the Zero Tolerance list will be available for patients who later demonstrate that placement on the scheme has not yet changed behaviour.

The patient will only be written to on entry onto the scheme, after the first review panel and at discharge. Subsequent communications following any further review panels will be discussed between the patient's GP and the patient.

A flow chart summarising the process of reviewing existing patients on the scheme is contained in **Appendix 3**.

4 Appeals Process

Any new patient is entitled to appeal against the decision **to be placed** into the service, on initial referral. They will be offered the opportunity to appeal when informed in writing of their removal from the previous GP, as described in section 2.3.

The patient must formally respond to Wolverhampton CCG Head of Primary Care in writing to declare that they would like to appeal against the decision to place them onto the Scheme, along with any supporting evidence, within 30 days of the initial removal letter date.

The review panel will convene within 30 days of the patient formally responding (in writing) to Wolverhampton CCG Head of Primary Care to consider the initial appeal.

Once the review panel has convened, the patient will be written to within 10 working days of the panel to be informed of the outcome.

Should the patient remain unhappy with the panel's decision, it is open for him/her to pursue the matter through the CCGs Complaints Procedure. For any subsequent appeals, or if the patient has missed the deadline for the appeal, the patient will be directed to NHS England's complaints system.

The patient's right to complain about any NHS service is not affected by receiving General Medical Services via this Scheme.

Whilst an appeals process is enacted, or until the panel has met, the patient will receive General Medical Services via the Zero Tolerance Service.

5 Monitoring & Review

This policy and associated service specification will be subject to regular monitoring and review. The CCGs Primary Care Operational Management Group will receive periodic updates on the outcome of decisions made following each panel meeting as assurance on the suitability and effectiveness of the service commissioned.

Appendix 1

Useful Contact Information

Registrations (Immediate Removals)

pcse,immediateremovals@nhs.net

PCSE.enquiries@nhs.net

PCSE Enquiries

PO Box 350

Darlington

DL1 9QN

Tel :0333 0142 884

Fax : 0113 277 6912

Complaints (National System)

Tel: 0300 311 2233 or

nhscommissioningboard@hscic.gov.uk

CCG Commissioned Zero Tolerance Provider

To be confirmed following procurement

Wolverhampton Urgent Care Provider

Urgent Care Centre

Royal Wolverhampton Trust

New Cross Hospital

Wednesfield Road

Wolverhampton

WV10 0QP

TEL : 01902 307999

Ambulance Service

As from April 2016 The Ambulance Trust do not wish to be notified about patient on the ZERO TOLERANCE register, as they no longer put markers against their name. Patients are managed according to their policies.

cad.admin@wmas.nhs.uk or cad.admin@nhs.net

NHS Protect

Nick Aronin

NHS Protect

North Building

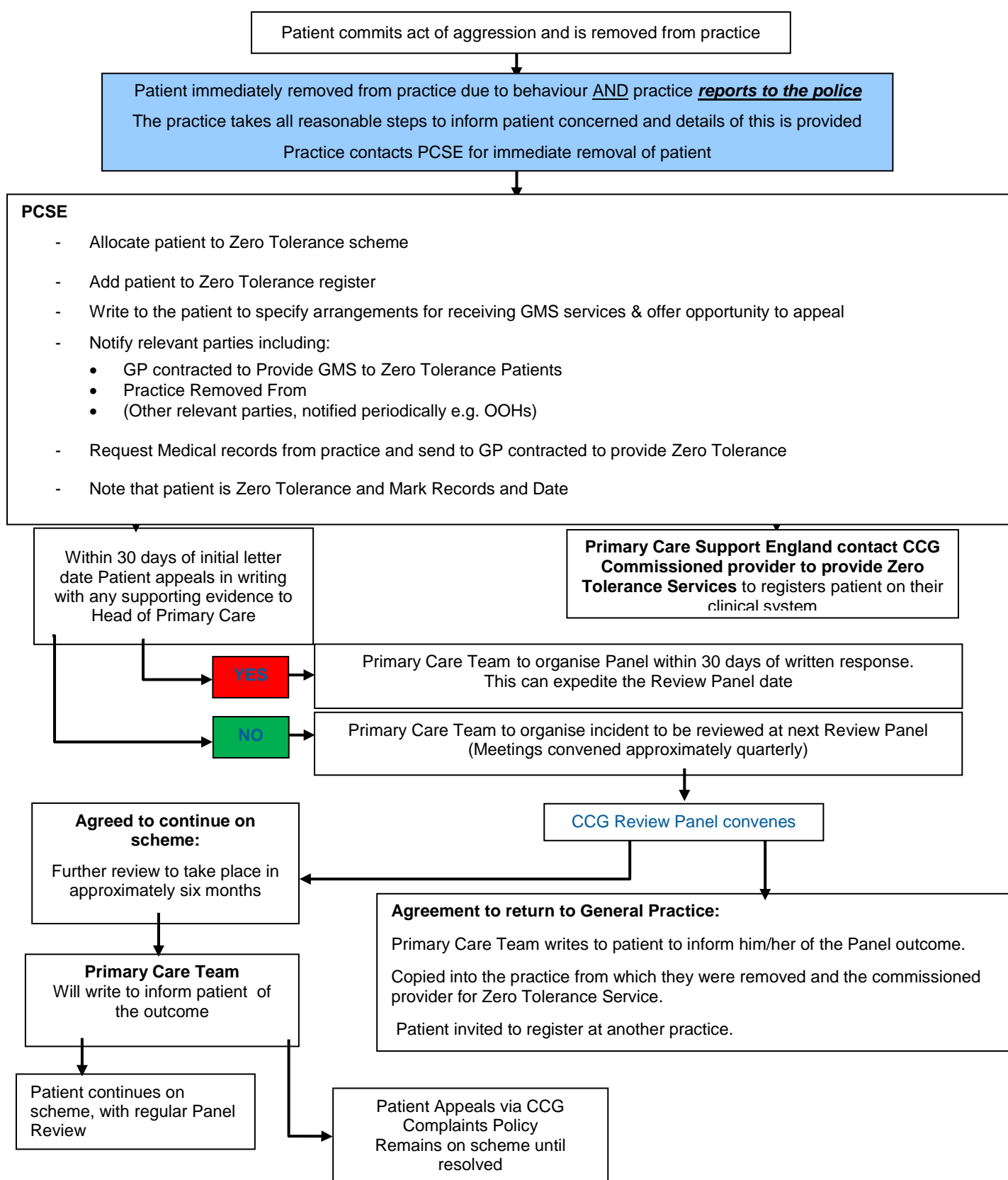
Cheylesmore House

Quinton Road

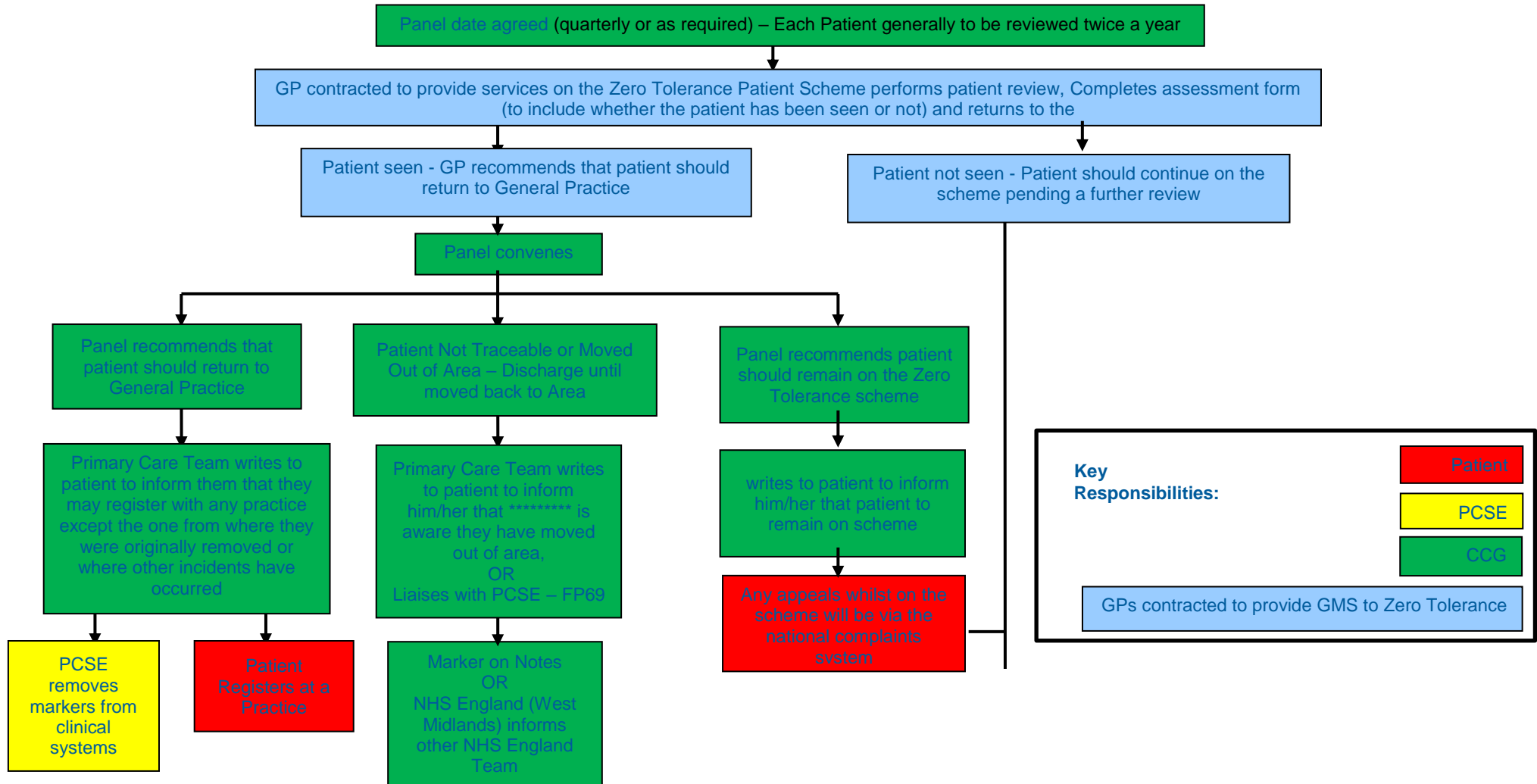
Coventry

Tel : 07833 583221

Procedure for Handling New Referrals to the Zero Tolerance Service for GMS due to Inappropriate Behaviour in General Practice including Appeals Process



Procedure for Reviewing Existing Patients on the Zero Tolerance Scheme



Incident Report Form

Primary Care Support Services (Preston Office)

Please complete this form in full, for the removal of a patient following a violent incident towards a GP, a member of staff or a patient, and submit it to this office. The incident **must** be reported to the police and the **police incident log number must be stated on this form**.

Please note that without this number, immediate removal is **not** possible under the regulations for violent patient removal. Please email the completed form back to pcse.immediateremovals@nhs.net

Practice details	
Practice name and address	
Practice Code	
Area Team	
Date Form Completed:	

Contact details at the practice	
Name	
Phone Number	
e-mail address	

Patient details	
Patient's Name	
NHS Number	
Date of Birth	
Address	
How long has the patient been registered with your practice ?	

Details of the Incident				
Date of Incident				
Time of Incident				
Location of incident (Surgery/ Patient's address etc)				
Type of Incident (please tick appropriate box)		Non physical violence i.e. intimidation, abuse, threats etc <input type="checkbox"/>		
		Physical Violence <input type="checkbox"/>		
		Aggravated Physical Violence e.g. use of weapons <input type="checkbox"/>		
		Vandalism to Premises <input type="checkbox"/>		
		Vandalism to Vehicle <input type="checkbox"/>		
		Approximate cost of damage (optional): £		
Police Incident Log number Note - this <u>must</u> be provided				
Date police Incident Log number obtained (not essential)				
Assault to (please tick the appropriate box)			Verbal	Physical
		GP		
		Staff		
		Other Patient(s)		
Please supply details of this Incident				
Has there been any <i>previous</i> Incidents involving the patient(s)? If so please provide brief details		Details of Previous Incident		
		Date of Previous Incident		
		Outcome of Previous Incident		
GP signature (Actual signature must be provided):				

Example Template Document 2

Zero Tolerance Patients Receiving GMS - Review Panel
(New and 1st Appeal Patients)

Patient Name:			
Panel Date:			
Attendees:			
List all evidence presented to the panel?			
This is a: New Case New Case with Patient Appealing			
Was there an incident or a threat, which a reasonable person would consider this to be of a violent nature as per the definition? And Would a reasonable person consider that, in light of this incident, the GP and/or practice staff had good grounds to feel concerned for their safety?	Yes	No	
Comments:			
Did the practice take all reasonable steps to de-escalate the situation?	Yes	No	
Comments:			
Did the practice discuss the incident and its concerns with a GP from the designated practice or Primary Care Commissioning Contracts Manager?	Yes	No	
Comments:			
Was the patient appropriately informed in accordance with the protocol (ie at least the standard letter including right of appeal)	Yes	No	
Should the patient continue on the Scheme (subject to the standard 6 monthly reviews)?	Yes	No	
Comments:			
Should any other organisations/agencies be informed?	NA	Yes	No
Specify:			

Any other comments:

Example Template Document 3

Zero Tolerance Patient Report
(To be completed by the GP contracted to provide GMS Services)

Please complete and return to:

Tel: Email:

To be completed even if the patient has not been seen since last review, and returned by the requested date in order for the panel to make an informed decision (May 2016)

Prepared by:	[Registered Scheme GP]	
Date:		
Patient Name:		
Date first placed on scheme:		
Summary of why is the patient on the scheme?		
Does the Patient know why they are on the scheme? (Circle where appropriate and add any relevant comments)	Yes	No
Comments:		
Any recurrence of violence/aggression since coming on the scheme?		
Which factors contributing to the patients' situation are being dealt with? (eg homelessness, drug abuse etc)		
Is the patient ready to return to General Practice?	Yes	No
Comments:		
If No, explain why the patient should remain on the scheme?		
What actions should be followed to get this patient back into General Practice?		
Number of times patient has been seen face to face since last review		

Number of times verbal (telephone) contact has been made since last review	
Number of appointments made since last review	
Number of DNAs since last review	
Confirmation that explanation of 2-way relationship responsibility has been made (ie describe the date and content of conversation whereby the patient understood and accepted that aggressive/violent/threatening behaviour is unacceptable).	
Comments:	
Any other comments:	
Registered GPs Name:	
Registered GPs Signature:	
Date:	

TO BE COMPLETED BY PANEL:

Panel Date	
Panel Members:	
Panel Discussion/Comments:	
Panel Decision:	

Example Template Document 4**Patient Letter (Notification of Placement in Zero Tolerance Scheme)**

Ref:

Date

PRIVATE & CONFIDENTIAL

[Patient Name]

[Patient Address]

Dear (Patient Name)

**Removal From Routine General Practice/GP List of (Practice Name & Address)
(Full Name dob)**

At the request of GP Practice/the GP practice named above you have been removed from routine General Practice because of your recent behaviour towards a member of the GP practice team/NHS staff. Behaviour that threatens the safety or well-being of any National Health Service staff will not be tolerated.

NHS England/Wolverhampton CCG has an obligation to provide you with the services of a GP and you will be able to obtain primary care medical services but not in a way you are familiar with.

INSERT DETAILS OF SERVICE PROVIDER

The aim of this service is not only to provide you with temporary primary care medical services, but it is hoped that you will eventually return to mainstream General Practice with an understanding that any form of unacceptable behaviour will not be tolerated. You and your doctor will work together, to not only provide you with medical services, but to identify any other problems you might have which may contribute to violent or aggressive behavior. This may involve referring you other Health Services for advice and treatment.

Your allocated GP should be your first point of contact if you feel you need medical attention. You should not routinely contact either the local Accident and Emergency Department or the Ambulance Service unless your medical problem is a life-threatening emergency.

If you have family members or friends registered either with the practice you have been removed from please do not attend any appointments with them. In addition, violence or aggression from friends or family members attending with you will not be tolerated and this could jeopardise your placement on this scheme

If you wish to appeal against the decision to be placed on the scheme, please write to the above address clearly stating that the letter is a Zero Tolerance appeal. This has to be **in writing** within **30** days from the date on this letter, explaining that you would like to appeal and include any information or supporting evidence you wish to be presented to the review panel.

Your case will be reviewed on a regular basis by a panel to ensure that your GP services are delivered in an appropriate setting for as long as is necessary. The panel is made up of NHS England (West Midlands) and Wolverhampton CCG representatives with a GP representative. We would like to see patients who are allocated to this scheme being able to return to see a GP at a local surgery premises as soon as possible. This will however, depend on whether your doctor feels that you may be violent or aggressive towards GPs or practice staff once you return to a routine surgery setting.

Please note that due to the nature of the incident, other healthcare providers locally and within the NHS will be notified of your placement on the scheme and it will also be recorded in your primary care records that you have been placed on the special arrangements scheme. When the panel has agreed that you can return to routine general practice, notification of placement on the scheme will be removed from your records. If you move out of the area the other area you move to will be notified you have moved to their area, and they will be responsible for ultimately removing this notification.

We have arranged for your medical records to be transferred as appropriate.

There is no reason for you to contact the practice you have been de-registered/removed from in connection with this or any other matter. If you approach any GP surgery in person, the police may be called.

If you change your address, telephone number or move out of the area please write to: Primary Care Support England at the address above to inform us.

Your right to complain is not affected by being on this scheme. For more information about complaints, telephone the National Team Customer Contacts Centre on **0300 311 2233**, **england.contactus@nhs.net**, **NHS England, PO Box 16738 Redditch B97 9PT** or **nhscommissiongboard@hscic.gov.uk**

Yours sincerely

Example Template Document 5

Patient Outcome Letter of Review Panel Decision: Remain with Zero Tolerance Service

Dear

Patient Review Panel for Receiving General Medical Services

Further to my previous letter/s in respect of the above, the decision reached by the Review Panel following consideration, was that you should continue to remain on the Zero Tolerance special arrangements for General Medical Services scheme and therefore should not register with another General Practice.

You should continue to access General Medical Services by:

Example Template Document 6**Patient Outcome Letter of Review Panel Decision: Discharge from Zero Tolerance Service**

Dear

Discharge from GP Special Arrangements Zero Tolerance Scheme

You were previously removed from XXXXX's medical list following an incident towards NHS staff.

A Panel has now met to review the arrangements put in place for you to access GP services, and I can confirm that they have agreed that you should now re-join routine General Practice.

(We understand that you have now moved and by virtue of you moving out of our area, it is no longer appropriate for you to remain on Wolverhamptons Zero Tolerance scheme. The Region you have moved to has been contacted to inform them that you have moved into their area. You will need to register with another practice in your local area or liaise with the other Regional Team in order to register with a GP/They will be writing to you to confirm arrangements/Please telephone If you move back into the area you may be placed back on the scheme.)

You are therefore, free to approach and register with a GP practice whose practice area includes your home address. However we must emphasise that because of the incident/s that occurred, you should not attempt to register at the previous practice or any other surgery where incidents have occurred.

In the event that you experience any difficulty in registering with a practice then please contact the Primary Care Services NHS England on 0333 0142 884. If this is the case, you can also contact your current GP on the scheme, to inform them that you are having difficulty registering elsewhere.

I must stress that your return to mainstream general practice should not be construed as a softening of the National policy of Zero Tolerance towards violent and aggressive behaviour. In the event that you are the subject of any report of inappropriate behaviour in the future then you will be returned to the Zero Tolerance scheme.

I hope that you will use NHS services responsibly and treat staff with the respect that they deserve.

When approaching your chosen practice, please show this letter as proof of entitlement to register.

Yours sincerely

Appendix 10

Review Panel Terms of Reference

Membership

The Review panel will consist of:-

- CCG Head of Primary Care (Chair) (or their nominated representative)
- CCG Primary Care Contracting Manager (or their nominated representative)
- GP Representative
- Lay/ Patient Representative

Role of the Review Panel

The review panel will be responsible for the following items:

- Reviewing new patients on their entry to the scheme (at the next scheduled meeting following their referral)
- Reviewing existing patients on the scheme at least once during the year
- Considering appeals from patients who feel that they have been inappropriately allocated to the scheme.

The review panel will make decisions on these items in line with the Zero Tolerance Policy and Procedure.

Meetings of the Review Panel

The Review Panel will meet at least quarterly and will schedule its meetings in advance. Additional meetings will be convened when the panel is required to consider an appeal within 30 days of the appeal being received.

Meetings of the Panel will only be quorate if all of the members are present and records of the Panel's discussions will be kept in line with the Zero Tolerance Policy, detailing the evidence considered from the patient, practice, scheme provider and other agencies as required.

Decisions of the Review Panel

The Panel will aim to make decisions by consensus wherever possible. Should it be necessary to take a vote the Chair will have a second and casting vote in the event of a tie. The record of the meeting will include details of any voting.

Decisions of the Panel will be binding on the Patient, Practice and the Zero Tolerance Provider. Patients will have a right of appeal through the CCG's Complaints process and/or the Parliamentary and Health Service Ombudsman.

V1.0

Notification of removal from Zero Tolerance Scheme

Patient Name	
Patient Address	
Patient DOB/NHS number	
Date CCG Panel Held	
Outcome	
Date Patient Notified.	
Date form submitted to NHSE	
Form area to be completed by NHSE Registrations Department and returned to CCG.	
Date acknowledged by NHSE	
Date actioned by NHSE	
Date CCG advised of changes of patient record.	