

**Protecting
your NHS**



***The NHS Security Management Service Charter
with the
Primary Care NHS Professional
Representative Bodies***

‘Working Together – the Way Forward’

***Tackling Violence and Aggression against those working in
NHS Primary Care and Community Healthcare Services***

**The Association of Medical Secretaries,
Practice Managers, Administrators and
Receptionists – AMSPAR**

Association of Optometrists – AOP

British Dental Association – BDA

**General Practitioners Committee of the
British Medical Association – BMA’s GPC**

Federation of Dispensing Opticians – FODO

NHS Alliance

Practice Nurse Association – PNA

**Pharmaceutical Services Negotiating
Committee – PSNC**

Royal College of General Practitioners – RCGP

Royal College of Midwives – RCM

Royal College of Nursing – RCN



Tackling Violence and Aggression against those working in NHS Primary Care and Community Healthcare Services

1. The NHS Security Management Service (NHS SMS) is part of the Counter Fraud and Security Management Service (NHS CFSMS), a Special Health Authority, and has overall responsibility for all policy and operational matters related to the management of security within the delivery of NHS services.
2. The NHS SMS is committed to the delivery of an environment for those who work in, or use, the NHS that is properly secure, so that the highest possible standard of clinical care can be made available to patients.
3. All those working to provide NHS care have the right to work in an environment free from the fear of violence or aggression. Patients and the public should also expect to receive NHS care in a safe and secure environment.
4. A key role of NHS SMS is to ensure that while patients enjoy their rights to healthcare, they also appreciate that they have a responsibility to respect and value those who provide the service.
5. Everyone working in the NHS has a part to play in ensuring that violence against staff and patients is effectively tackled.
6. The NHS SMS takes an inclusive approach to this work and places great value on involving stakeholders from both inside and outside the NHS.
7. This document sets out the ways in which the Primary Care Professional Representative bodies will work together with the NHS SMS, and each other, to ensure that a more secure environment is developed both for those working to deliver NHS care and for patients
8. Following the NHS CFSMS strategy and business process, **we shall work together to encourage and support those who deliver NHS primary care and community healthcare services to:**
 - **Create a pro-security culture** – *ensuring that everyone who delivers and receives healthcare in the NHS appreciates that they have a part to play in maintaining the security of the caring environment*
 - **Deter security breaches and incidents** – *using publicity to raise awareness of what the consequences of their actions would be for those who intend to commit security breaches, **especially violence or aggression against practitioners and their staff.***
 - **Prevent security incidents from occurring** - *by jointly learning from those incidents which are reported, developing sound policy to prevent recurrence, using technology wisely, alongside robust management procedures, sharing good practice and ensuring that all those involved in providing NHS primary care or community healthcare services can access Conflict Resolution Training (CRT)*

- **Enable the detection and investigation of incidents** – *by the development and consistent use of a simple and effective reporting system.*
- **Enable the investigation of security incidents in a fair, objective and professional manner by the NHS SMS** – *assisting investigations by facilitating access to data and people as necessary.*
- **Ensure that the most appropriate sanction is applied** – *giving consideration to a combination of procedural, disciplinary, civil and criminal action, as appropriate.*
- **Ensure that redress is sought through the criminal and civil justice systems against those whose actions cause distress to staff and/or lead to loss of NHS resources.**
- **Ensure that those who are the victims of violence or aggression while delivering NHS services will receive timely and sufficient support.**

Signed on the 27th October 2005

**Jim Gee, Chief Executive,
NHS Counter Fraud and Security Management Service (NHS CFSMS)**



Counter Fraud and
Security Management Service

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