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| **Step** | **Description** | **Date Completed / Other Comments** |
| **Step 1** | Immediate debrief with member of staff involved – either by telephone or face to face. This should occur within 24 hours. |  |
| **Step 2** | Communicate details of event appropriately with patient’s GP surgery (if the event involves a patient, and we know the details). Ensure any additional notes are added to record as appropriate. |  |
| **Step 3** | If appropriate or possible, send a letter to patient outlining BrisDoc’s stance in response to violent and aggressive patients. |  |
| **Step 4** | Carry out a review of risk assessment. Are processes and procedures up to date? Are any changes or improvements required to premises or equipment (eg panic buttons/door locks?) |  |
| **Step 5** | Carry out a further review and debrief with the member of staff six weeks after the event. |  |

