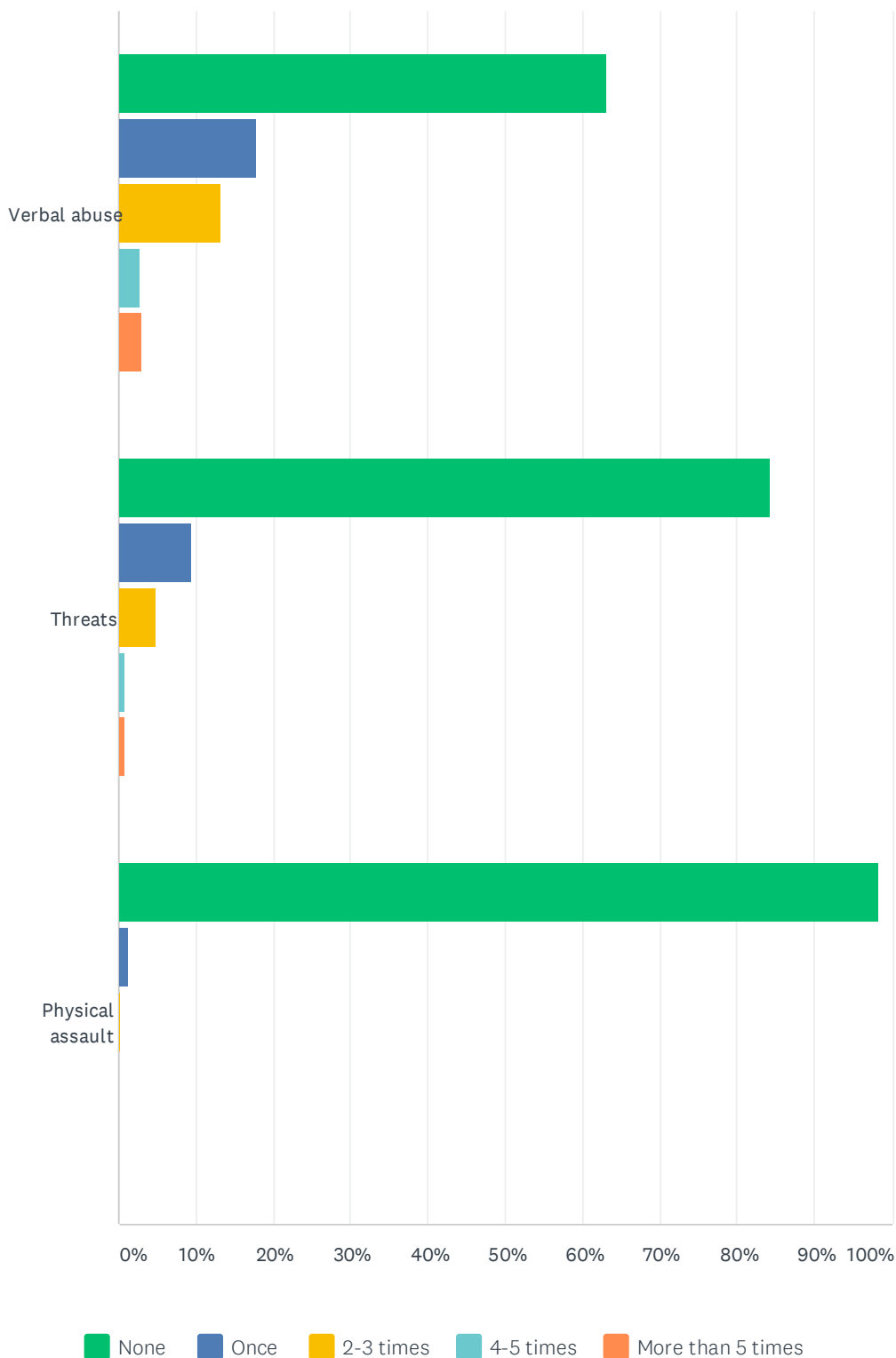


How many times in the past month, if at all, have you personally experienced threatening behaviour, violence or verbal abuse from a patient(s) (or a person close to the patient e.g. family, friends)?

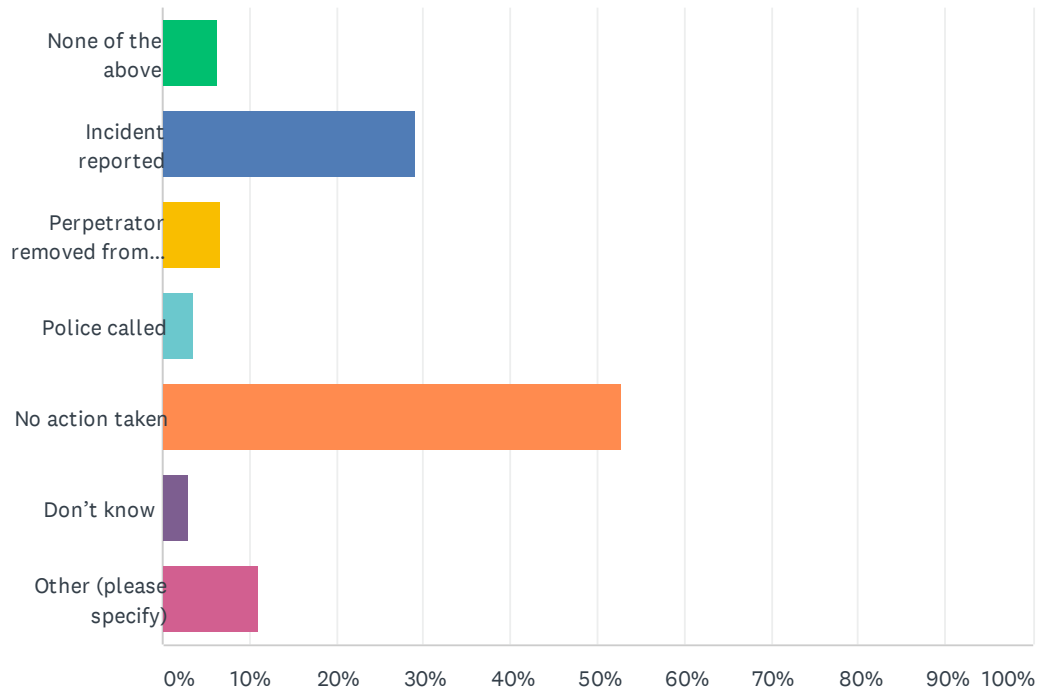
Answered: 2,170



	NONE	ONCE	2-3 TIMES	4-5 TIMES	MORE THAN 5 TIMES	TOTAL
Verbal abuse	63.27% 1,373	17.79% 386	13.23% 287	2.81% 61	2.90% 63	2,170
Threats	84.38% 1,826	9.38% 203	4.76% 103	0.74% 16	0.74% 16	2,164
Physical assault	98.43% 2,128	1.25% 27	0.23% 5	0.05% 1	0.05% 1	2,162

## What if any action was taken?

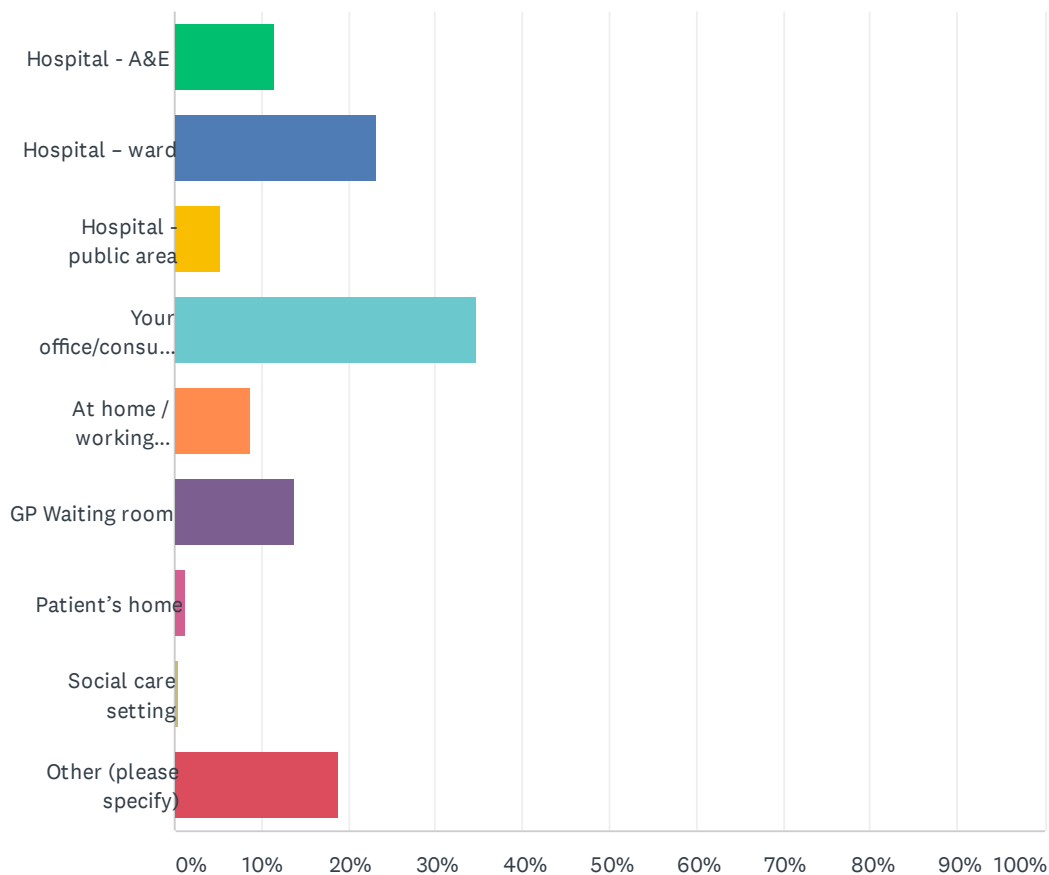
Answered: 839



ANSWER CHOICES	RESPONSES	
None of the above	6.32%	53
Incident reported	29.08%	244
Perpetrator removed from doctor's list	6.79%	57
Police called	3.46%	29
No action taken	52.68%	442
Don't know	2.86%	24
Other (please specify)	11.08%	93
Total Respondents: 839		

## Where did the incident(s) take place? (tick as many as apply)

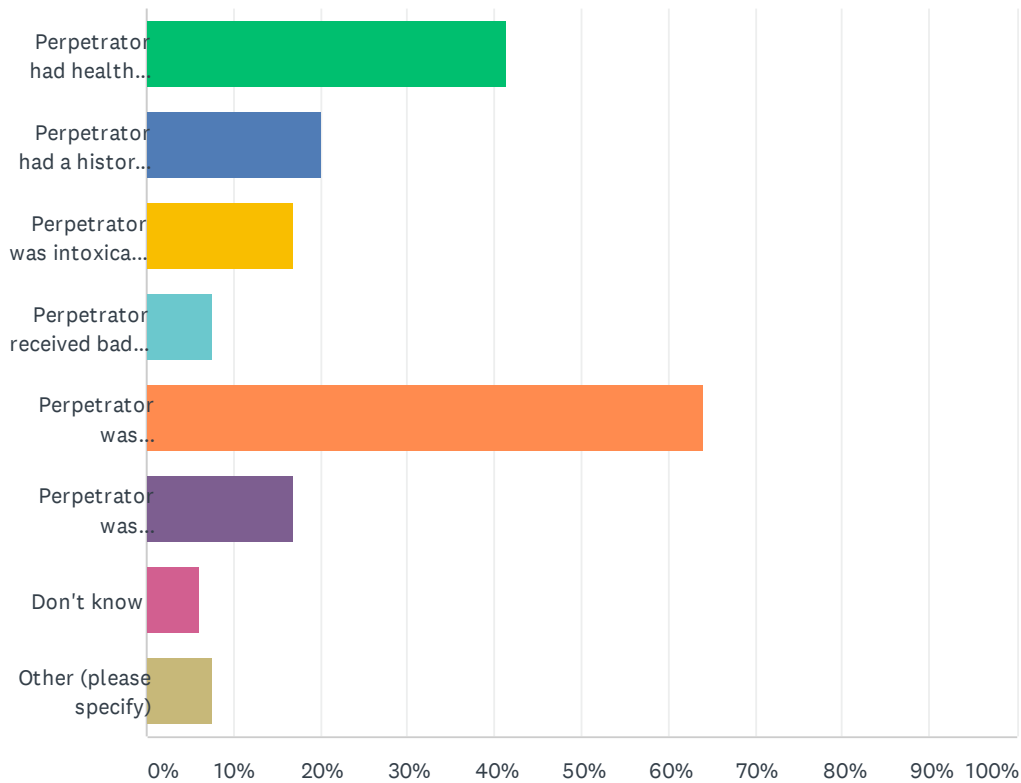
Answered: 813



ANSWER CHOICES	RESPONSES
Hospital - A&E	11.56% 94
Hospital – ward	23.25% 189
Hospital - public area	5.17% 42
Your office/consulting room	34.81% 283
At home / working remotely	8.73% 71
GP Waiting room	13.78% 112
Patient's home	1.35% 11
Social care setting	0.37% 3
Other (please specify)	18.82% 153
Total Respondents: 813	

## In your experience, which if any of the following were factors in the incident(s) of abuse or violence you experienced? (tick as many as apply)

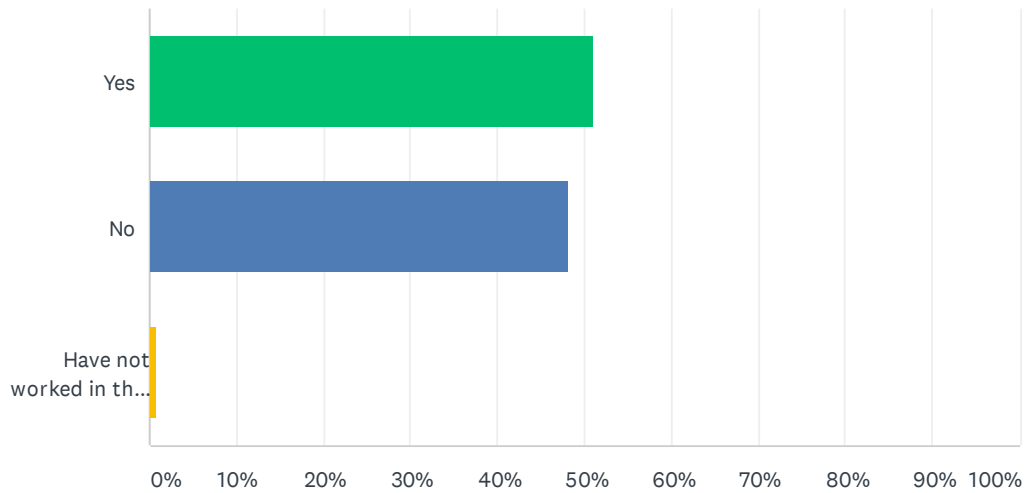
Answered: 813



ANSWER CHOICES	RESPONSES	
Perpetrator had health related/personal problems	41.33%	336
Perpetrator had a history of violence/abuse	20.05%	163
Perpetrator was intoxicated with alcohol/drugs	16.97%	138
Perpetrator received bad news	7.63%	62
Perpetrator was dissatisfied with service provided (including access)	63.96%	520
Perpetrator was discriminatory (in language or behaviour)	16.85%	137
Don't know	6.15%	50
Other (please specify)	7.50%	61
Total Respondents: 813		

## Have you witnessed violence or abuse directed at other staff in your workplace in the past year?

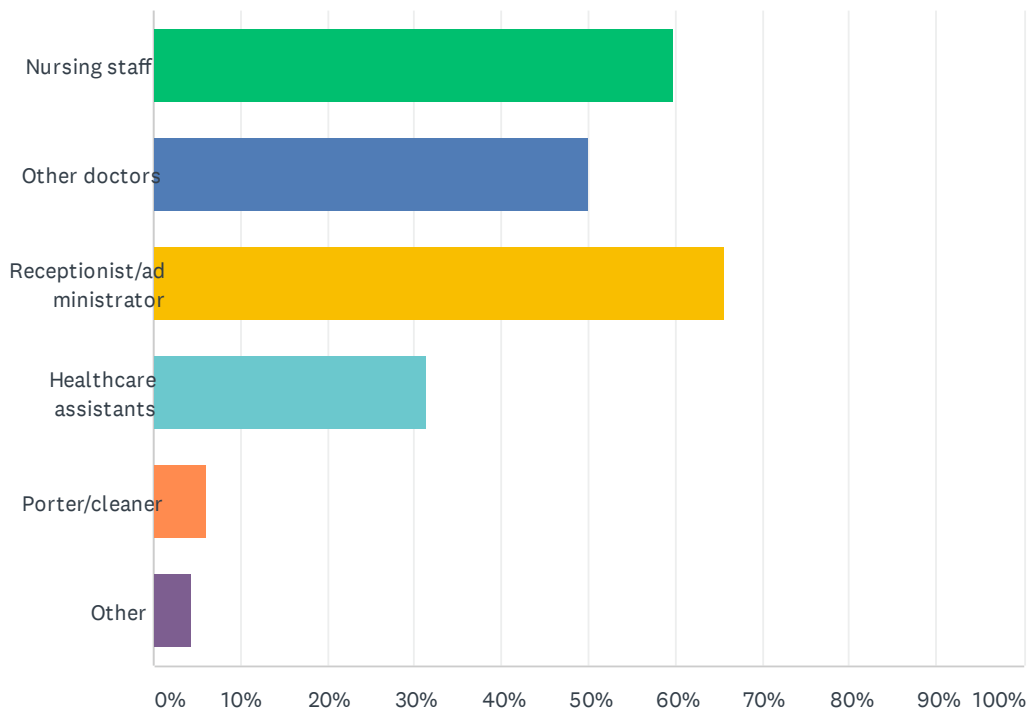
Answered: 2,151



ANSWER CHOICES	RESPONSES	
Yes	51.05%	1,098
No	48.12%	1,035
Have not worked in the last year	0.84%	18
TOTAL		2,151

### Which of the following staff was this violence or abuse directed at?(tick as many as apply)?

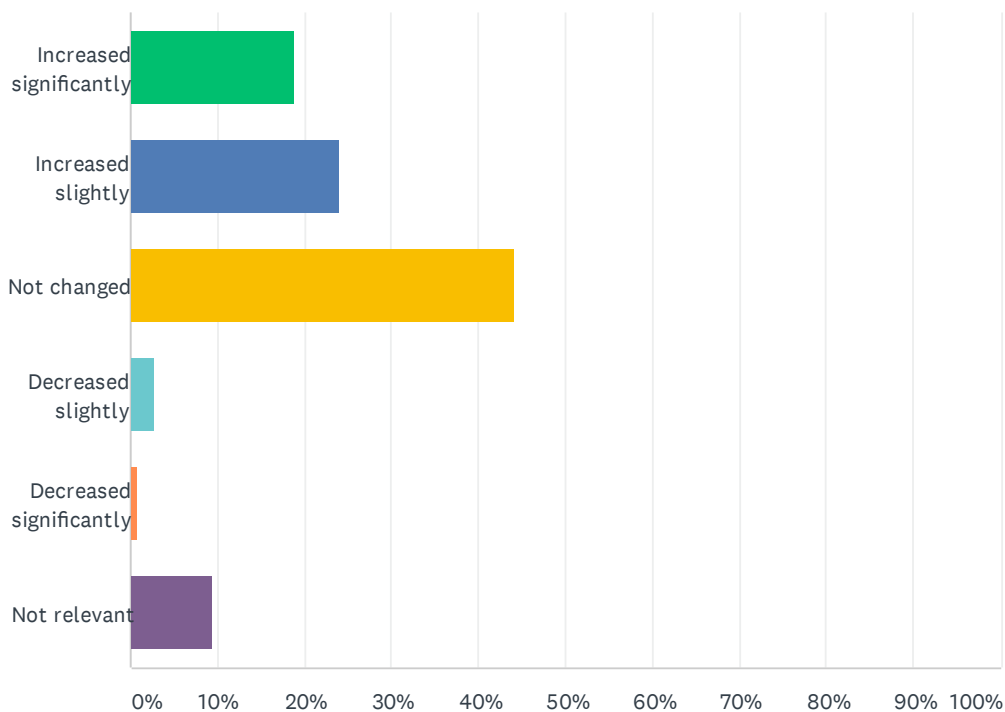
Answered: 1,094



ANSWER CHOICES	RESPONSES	
Nursing staff	59.87%	655
Other doctors	50.00%	547
Receptionist/administrator	65.72%	719
Healthcare assistants	31.44%	344
Porter/cleaner	6.03%	66
Other	4.39%	48
Total Respondents: 1,094		

Compared to one year ago, how if at all would you say your experience of instances of threatening behaviour, violence or verbal abuse from a patient(s) (or a person close to the patient e.g. family, friends) has changed?

Answered: 2,132



ANSWER CHOICES	RESPONSES	
Increased significantly	18.81%	401
Increased slightly	24.02%	512
Not changed	44.18%	942
Decreased slightly	2.63%	56
Decreased significantly	0.94%	20
Not relevant	9.43%	201
TOTAL		2,132