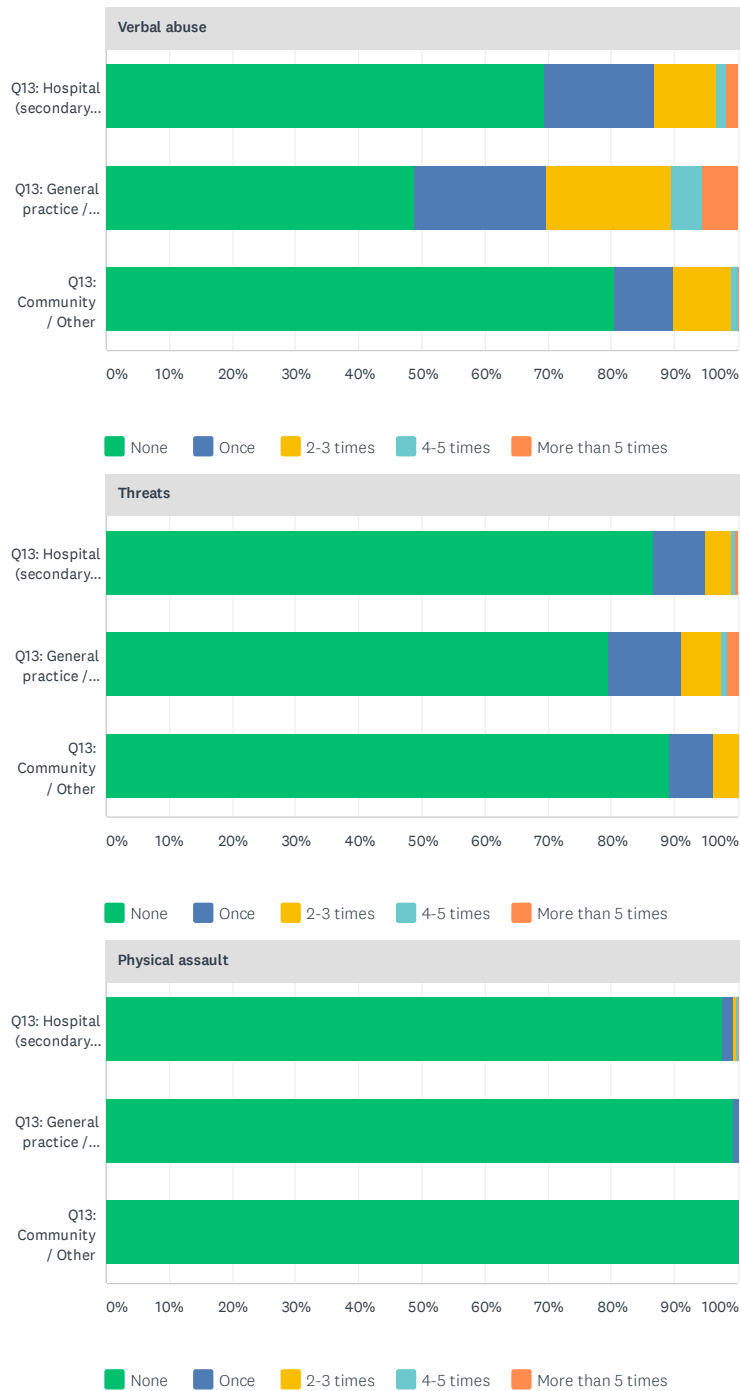


How many times in the past month, if at all, have you personally experienced threatening behaviour, violence or verbal abuse from a patient(s) (or a person close to the patient e.g. family, friends)?

Answered: 2,169

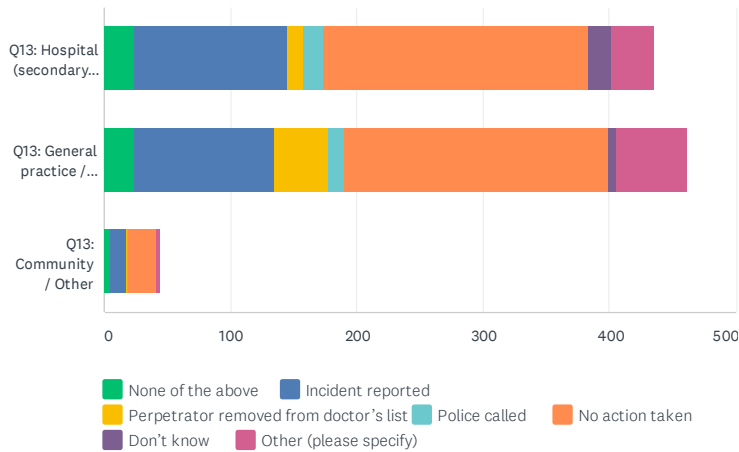


Verbal abuse						
	NONE	ONCE	2-3 TIMES	4-5 TIMES	MORE THAN 5 TIMES	TOTAL
Q13: Hospital (secondary care, acute, tertiary, teaching)	69.54% 854	17.18% 211	9.77% 120	1.79% 22	1.71% 21	56.62% 1,228
Q13: General practice / Primary care	48.81% 369	20.90% 158	19.84% 150	4.89% 37	5.56% 42	34.85% 756
Q13: Community / Other	80.54% 149	9.19% 17	9.19% 17	1.08% 2	0.00% 0	8.53% 185

Threats						
	NONE	ONCE	2-3 TIMES	4-5 TIMES	MORE THAN 5 TIMES	TOTAL
Q13: Hospital (secondary care, acute, tertiary, teaching)	86.68% 1,061	8.33% 102	4.00% 49	0.65% 8	0.33% 4	56.43% 1,224
Q13: General practice / Primary care	79.44% 599	11.67% 88	6.23% 47	1.06% 8	1.59% 12	34.76% 754
Q13: Community / Other	89.19% 165	7.03% 13	3.78% 7	0.00% 0	0.00% 0	8.53% 185
Physical assault						
	NONE	ONCE	2-3 TIMES	4-5 TIMES	MORE THAN 5 TIMES	TOTAL
Q13: Hospital (secondary care, acute, tertiary, teaching)	97.63% 1,193	1.80% 22	0.41% 5	0.08% 1	0.08% 1	56.34% 1,222
Q13: General practice / Primary care	99.34% 749	0.66% 5	0.00% 0	0.00% 0	0.00% 0	34.76% 754
Q13: Community / Other	100.00% 185	0.00% 0	0.00% 0	0.00% 0	0.00% 0	8.53% 185

### What if any action was taken?

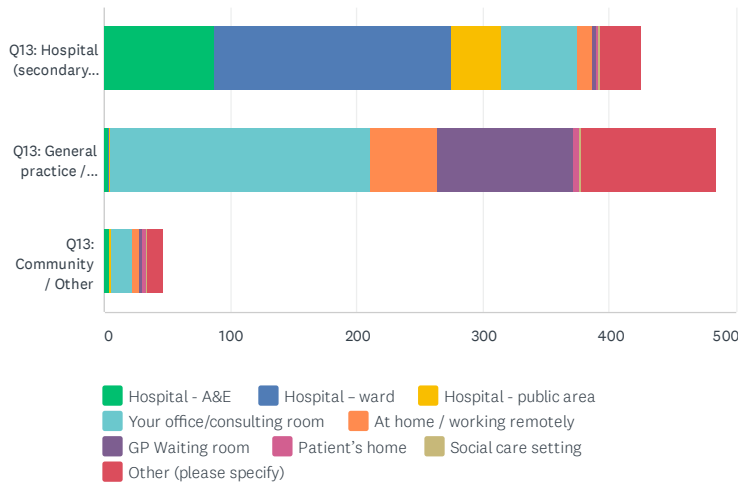
Answered: 839



	NONE OF THE ABOVE	INCIDENT REPORTED	PERPETRATOR REMOVED FROM DOCTOR'S LIST	POLICE CALLED	NO ACTION TAKEN	DON'T KNOW	OTHER (PLEASE SPECIFY)	TOTAL
Q13: Hospital (secondary care, acute, tertiary, teaching)	6.00% 24	30.25% 121	3.25% 13	4.00% 16	52.50% 210	4.50% 18	8.50% 34	51.97% 436
Q13: General practice / Primary care	6.02% 24	27.82% 111	10.78% 43	3.01% 12	52.63% 210	1.50% 6	14.04% 56	55.07% 462
Q13: Community / Other	12.50% 5	30.00% 12	2.50% 1	2.50% 1	55.00% 22	0.00% 0	7.50% 3	5.24% 44
Total Respondents	53	244	57	29	442	24	93	839

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

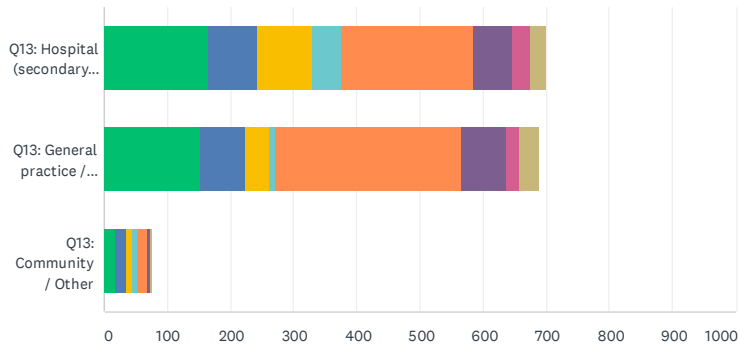
Answered: 813



	HOSPITAL - A&E	HOSPITAL - WARD	HOSPITAL - PUBLIC AREA	YOUR OFFICE/CONSULTING ROOM	AT HOME / WORKING REMOTELY	GP WAITING ROOM	PATIENT'S HOME	SOCIAL CARE SETTING	OTHER (PLEASE SPECIFY)	TOTAL
Q13: Hospital (secondary care, acute, tertiary, teaching)	22.48% 87	48.58% 188	10.08% 39	15.76% 61	3.10% 12	0.78% 3	0.52% 2	0.26% 1	8.53% 33	52.40% 426
Q13: General practice / Primary care	0.77% 3	0.26% 1	0.26% 1	52.82% 206	13.59% 53	27.44% 107	1.54% 6	0.26% 1	27.44% 107	59.66% 485
Q13: Community / Other	11.11% 4	0.00% 0	5.56% 2	44.44% 16	16.67% 6	5.56% 2	8.33% 3	2.78% 1	36.11% 13	5.78% 47
Total Respondents	94	189	42	283	71	112	11	3	153	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

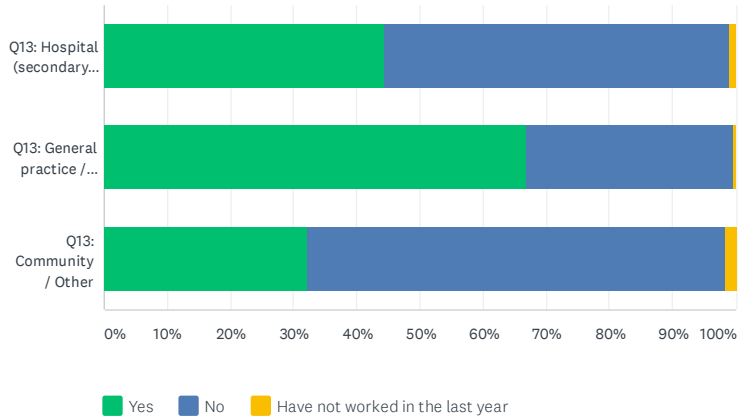


- Perpetrator had health related/personal problems
- Perpetrator had a history of violence/abuse
- Perpetrator was intoxicated with alcohol/drugs
- Perpetrator received bad news
- Perpetrator was dissatisfied with service provided (including access)
- Perpetrator was discriminatory (in language or behaviour)
- Don't know
- Other (please specify)

	PERPETRATOR HAD HEALTH RELATED/PERSONAL PROBLEMS	PERPETRATOR HAD A HISTORY OF VIOLENCE/ABUSE	PERPETRATOR WAS INTOXICATED WITH ALCOHOL/DRUGS	PERPETRATOR RECEIVED BAD NEWS	PERPETRATOR WAS DISSATISFIED WITH SERVICE PROVIDED (INCLUDING ACCESS)	PERPETRATOR WAS DISCRIMINATORY (IN LANGUAGE OR BEHAVIOUR)	DON'T KNOW	OTHER (PLEASE SPECIFY)	TOTAL
Q13: Hospital (secondary care, acute, tertiary, teaching)	42.49% 164	20.47% 79	22.54% 87	11.66% 45	54.40% 210	16.06% 62	7.25% 28	6.74% 26	86.22% 336
Q13: General practice / Primary care	39.13% 153	17.65% 69	10.23% 40	2.56% 10	75.19% 294	17.90% 70	5.63% 22	7.93% 31	84.75% 336
Q13: Community / Other	52.78% 19	41.67% 15	30.56% 11	19.44% 7	44.44% 16	13.89% 5	0.00% 0	11.11% 4	9.47% 36
Total Respondents	336	163	138	62	520	137	50	61	813

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

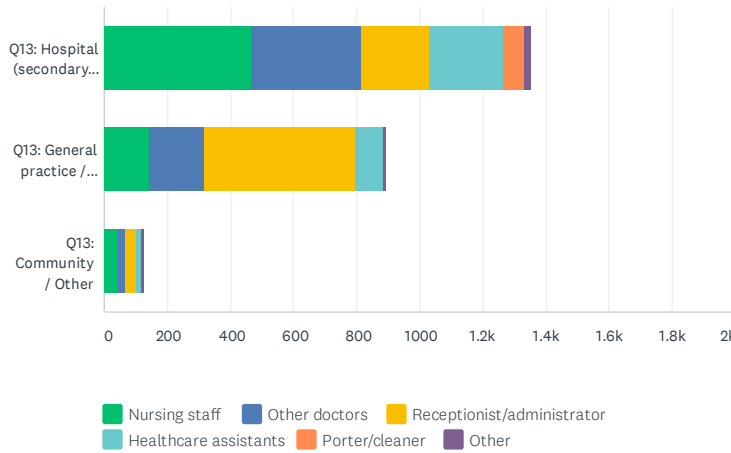
Answered: 2,150



	YES	NO	HAVE NOT WORKED IN THE LAST YEAR	TOTAL
Q13: Hospital (secondary care, acute, tertiary, teaching)	44.30% 540	54.72% 667	0.98% 12	56.70% 1,219
Q13: General practice / Primary care	66.80% 499	32.80% 245	0.40% 3	34.74% 747
Q13: Community / Other	32.07% 59	66.30% 122	1.63% 3	8.56% 184
Total Respondents	1,098	1,034	18	2,150

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

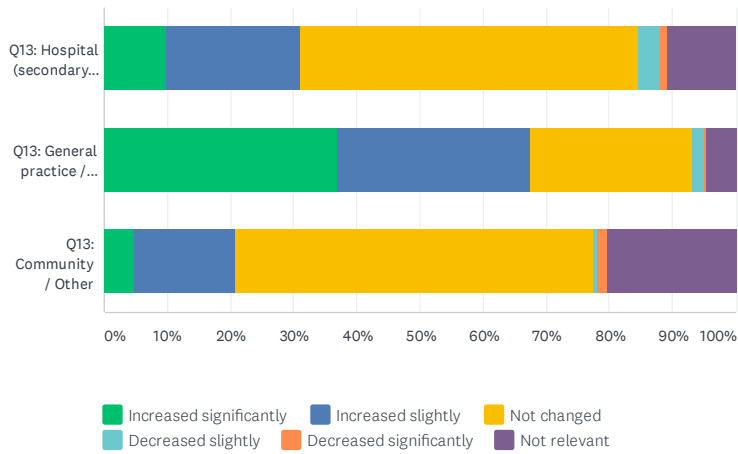
Answered: 1,094



	NURSING STAFF	OTHER DOCTORS	RECEPTIONIST/ADMINISTRATOR	HEALTHCARE ASSISTANTS	PORTER/CLEANER	OTHER	TOTAL
Q13: Hospital (secondary care, acute, tertiary, teaching)	87.13% 467	64.74% 347	39.74% 213	44.40% 238	11.75% 63	5.04% 27	123.86% 1,355
Q13: General practice / Primary care	29.06% 145	34.67% 173	95.59% 477	17.64% 88	0.40% 2	2.40% 12	81.99% 897
Q13: Community / Other	72.88% 43	45.76% 27	49.15% 29	30.51% 18	1.69% 1	15.25% 9	11.61% 127
Total Respondents	655	547	719	344	66	48	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



	INCREASED SIGNIFICANTLY	INCREASED SLIGHTLY	NOT CHANGED	DECREASED SLIGHTLY	DECREASED SIGNIFICANTLY	NOT RELEVANT	TOTAL
Q13: Hospital (secondary care, acute, tertiary, teaching)	9.76% 118	21.34% 258	53.52% 647	3.47% 42	1.16% 14	10.75% 130	56.71% 1,209
Q13: General practice / Primary care	37.03% 274	30.41% 225	25.81% 191	1.76% 13	0.41% 3	4.59% 34	34.71% 740
Q13: Community / Other	4.92% 9	15.85% 29	56.83% 104	0.55% 1	1.64% 3	20.22% 37	8.58% 183
Total Respondents	401	512	942	56	20	201	2,132