

**Freedom of Information Request**

**Ref: 24-421**

17 June 2024

By Email

Dear Sir/Madam

Thank you for your request for information under the Freedom of Information Act 2000. The Trust's response is as follows:

- We can confirm that we do hold the information you are requesting

**1. Copies of all trust policies related to violence by patients and/or their visitors against staff. Please include all policies related to the following:**

- Any physical, verbal, or sexual aggression, assault, or stalking.
- Violence both experienced and witnessed by staff.
- Any separate policies for different types of violence, different staff groups, or different phases of violence, e.g. during and following the event.

Please see the attached documents.

**2. Copies of all trust policies/procedures related to the following post-violence measures, if not included within the above (1):**

- Immediate sanctions for aggressor(s) (e.g. discharge)
- Processes for incident reporting
- Processes for debrief with staff member(s) and/or aggressor(s)
- Follow-up with aggressor(s) (e.g. accountability letter, behaviour contract)
- Counselling or similar longer-term psychological support for staff member(s)
- Incident investigation (e.g. root cause analysis) and feedback to relevant parties
- Longer-term sanctions for aggressor(s) (e.g. card system)
- Examples of processes for tailored management plans for patients with a known history of aggressive behaviour (including use of a flag/alert system)
- Staff sickness absence and/or returning to work following work-related injury

As above.

**3. The trust's most recent self-assessment against the NHS Violence Prevention and Reduction (VPR) Standard, including evidence showing the criteria have been met for each indicator. The compliance assessment template can be found in the VPR Standard published by NHS England, available here (template on pages 7-14):**

<https://www.england.nhs.uk/publication/violence-prevention-and-reduction-standard/>

Please see the attached document. The Trust has a Managing Violence and Aggression Committee (MVAC) that runs six-weekly and is chaired by the Director of People and Deputy Chief Executive. Progress against the NPR standard is reported into our People Committee (Trust Board sub-group), every 6 months for progress updates and assurance. MVAC membership is multi-professional and uses the NPR standard as the agenda for its meetings, focusing alternately on divisional progress and then corporate items against a BRAG traffic light document we have developed to show compliance with the standard and identify the key gaps to close as a collective leadership responsibility.

This concludes our response. We trust that you find this helpful, but please do not hesitate to contact us directly if we can be of any further assistance.

If, after that, you are dissatisfied with the handling of your request, you have the right to ask for an internal review. Internal review requests should be submitted within two months of the date of receipt of the response to your original letter and should be addressed to:

Data Protection Officer  
University Hospitals Bristol and Weston NHS Foundation Trust  
Trust Headquarters  
Marlborough Street  
Bristol  
BS1 3NU

Please remember to quote the reference number above in any future communications.

If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF

#### Publication

Please note that this letter and the information included/attached will be published on our website as part of the Trust's Freedom of Information Publication Log. This is because information disclosed in accordance with the Freedom of Information Act is disclosed to the public, not just to the individual making the request. We will remove any personal information (such as your name, email and so on) from any information we make public to protect your personal information.

To view the Freedom of Information Act in full please click [here](#).

Yours sincerely

**Freedom of Information Team**  
**University Hospitals Bristol and Weston NHS Foundation Trust**