

Name of Department
Hospital Address
Street
County
Post Code

Date

Name including title

**Address
Postcode**

Dear Mr / Mrs / Miss / Ms

**Acknowledgement letter of responsibilities –
County Durham & Darlington NHS Foundation Trust.**

I am writing to you concerning an incident which has been reported to have occurred during your attendance to the **(insert hospital site, location, day, date, time)**.

It is alleged that you **(insert brief description of incident as reported)**

Such behaviour is unacceptable and will not be tolerated. County Durham & Darlington NHS Foundation Trust is of firm view that all persons working in or providing a service on behalf of the NHS have the right to do so without the fear of being abused or intimidated.

This letter is to inform you of the possible actions that may be taken by the Trust and the expectations and conditions placed on you for any future attendances at any of the Trusts premises.

I would urge you to consider your behaviour when engaging with services provided by the Trust in the future, and ask that you comply with the following conditions.

- You will not be **(insert brief description of behaviour)** i.e. verbally / physically abusive / threatening or aggressive, towards any staff member whilst on trust premises

If you fail to act in accordance with the above condition and continue to demonstrate what we consider to be unacceptable behaviour, the Trust will have no choice but to take the following actions:

- If you become abusive or aggressive towards staff at anytime during an attendance on trust premises, you will be asked to leave and the police contacted. A warning letter will be issued advising of actions to be taken which may include you being banned from Trust premises.

I regret having to bring this matter to your attention, but consider it essential in order to ensure effective provision of healthcare at all times.

You are advised that it is an offence to cause a nuisance or disturbance to NHS Staff on hospital premises; and this includes a refusal to leave when instructed (section 119, The Criminal Justice and Immigration Act 2008). This legislation also permits the Police and authorised NHS staff to use reasonable force to remove you where necessary.

If you consider that your alleged behaviour has been misrepresented or that this action is unwarranted and wish to appeal against this decision, you can do so via the Trust's Complaints Procedure.

If you have any further concerns or queries with regard to this procedure please contact the Patient Experience Team. Contact details for the Patient Experience Team are as follows: cdda-tr.PatientExperienceCDDFT@nhs.net or telephone 0800 783 5774.

Yours sincerely

(insert signature)

(Type issuing manager name)

(Type issuing manager job title)