

Name of Department
Hospital Address
Street
County
Post Code

Date

Name including title

**Address
Postcode**

Dear Mr / Mrs / Miss / Ms

**Yellow Card Warning Letter –
County Durham & Darlington NHS Foundation Trust.**

This letter is to formally inform you that due to your unacceptable behaviour on **INSERT DATE** at **INSERT LOCATION** you are being issued with a Yellow Card warning (Stage 3) of the Trust Warning Procedure for individuals exhibiting offensive / unacceptable behaviour, an information sheet outlining this procedure is enclosed with this warning.

This Yellow Card warning is being issued to you following **INSERT BRIEF DESCRIPTION OF INCIDENT**.

The Trust has drawn your attention to your previous unacceptable behaviour in our correspondence **INSERT DATE**. In this correspondence you were given a formal warning regarding your behaviour and advised on what the trust required from you in terms of the standard of your conduct for future hospital appointments and treatment. Despite this warning you a failed to comply with those terms by your conduct in the incident outlined above.

OR

Due to the nature of this incident and the level of unacceptable behaviour the Trust have taken the decision to forgo the issuing of a Stage 2 Warning Letter and move directly to Stage 3 Yellow Card warning.

DELETE THE APPROPRIATE PARAGRAPH ABOVE DEPENDENT ON CONDUCT.

In adherence to Trust procedure this yellow card warning will be marked on your records and a copy of the warning passed on to your G.P. This warning will be held in force for a period of 12 months and subject to review at the end of this period.

On the review date if, during the period of enforcement, you have complied with this warning by displaying a satisfactory standard of conduct in your dealings with the Trust this warning will be withdrawn and the yellow card warning removed from your records. Your status will be returned to that of an individual with no outstanding warnings.

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 continue to exhibit further unacceptable behaviour, you may become subject to a Red Card warning (Stage 4) of the procedure with significant impact on your access to healthcare treatment other than urgent / emergency care.

The Trust may also proceed with civil proceedings against you, for example Community Protection Order or Criminal Behaviour Order, as well as support for any appropriate criminal proceedings initiated by the police.

Such behaviour is unacceptable and will not be tolerated. The 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.

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.

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.

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)

Cc: CDDFT Security Management Team
Patient Notes
Patient's GP