

Name of Department
Hospital Address
Street
County
Post Code

Date

Name including title

**Address
Postcode**

Dear Mr / Mrs / Miss / Ms

**Red 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 Red Card Exclusion (Stage 4 - Final) of the Trust Warning Procedure for individuals exhibiting continued offensive / unacceptable behaviour, an information sheet outlining this procedure is enclosed with this warning.

This Red Card Exclusion 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 Yellow Card 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 failed to comply with those terms by your conduct in the incident outlined above. I now have to inform you that your conduct in this incident has led the Trust to take the most serious decision to withdraw healthcare treatment from you, other than that which is necessary to provide you with urgent / emergency care.

OR

Due to the extreme nature of this incident and the high level of unacceptable behaviour the Trust have taken the decision to forgo the issuing of a lesser warning letter and move directly to Stage 4 Red Card Exclusion. I now have to inform you that your conduct in this incident has led the Trust to take the most serious decision to withdraw healthcare treatment from you, other than that which is necessary to provide you with urgent / emergency care.

DELETE THE APPROPRIATE PARAGRAPH ABOVE DEPENDENT ON CONDUCT.

The commissioners and your G.P. have been notified of the decision, in order that they may make alternative arrangements for your healthcare needs outside of urgent / emergency care with other providers.

This Red Card Exclusion will be marked on your records and remain in force for a period of 12 months and subject to review at the end of that period. During this period any further medical intervention following the provision of urgent/emergency care by this trust will be arranged by your G.P.

The review of this warning will take into account your conduct during any attendance at this Trust and behaviours that you have exhibited with others providing you with medical care. Dependent on the receipt of reports of satisfactory behaviour demonstrated by you, the review panel may withdraw this warning and restore access to you across the range of healthcare services this Trust provides. this access may also be subject to specified conditions, however if you have continued to present with unacceptable behaviour the Trust reserves the right to extend this warning for a further 12 month period.

You will appreciate the Trust has not taken this serious step lightly and we urge you to reflect on the circumstances that have led up to this decision and to take appropriate action to enable you to access healthcare services without the restrictions that you now face.

You are reminded 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 were 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)

Chief Executive

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