**Appendix 1 – Sample warning letter**

**Scenario**

The scenario in question relates to an incident in which a patient was rude to reception staff.

Please note the following guiding principles:

* The patient may dispute the suggestion that their behaviour was inappropriate, for this reason the sample letter is worded as neutrally as it is possible to do so and focuses on the impact that the behaviour had on the staff members.
* The correspondence should be stored outside the medical records.
* If the reception staff provide witness statements or emails detailing the patient’s behaviour, these should also be stored outside the medical records alongside the correspondence and it should be borne in mind that they would be disclosable in the event that the patient made a Data Subject Access Request under the provisions of the Data Protection Act (2018).
* The sample letter is intended to be a guide only and would need to be tailored to the circumstances of the case.

**Sample letter text**

Dear <<Name>>

I am sorry to correspond with you in these unfortunate circumstances.

I am writing to you in relation to an incident on <<insert date>**>** which occurred at the reception desk.

Unfortunately, members of the reception team were left distressed by the way in which you spoke to them / your actions <<delete as appropriate>> and on this basis I am obliged to make contact with you.

<<Observations of the incident – at this stage it would be helpful to include a description or the words and/or actions that led to the distress (it is important to set them out in a factual and non-judgemental way in order to minimise the risk of the patient disputing what was said or done).>>

I do appreciate that you may have concerns and frustrations in relation to your illness and care, however I am sure that you will understand that it is important that your frustrations do not manifest themselves in a way that causes distress to practice staff.

I hope, that we can now draw a line under this unfortunate matter, however I am obliged to inform you that if there is a repeat incident of a similar nature, the practice will need to give careful consideration as to your ongoing inclusion on the practice list.

Yours etc

**Appendix 2 – Sample removal letter after the above warning**

The below sample letter follows on from the above warning letter and assumes that there has been a repeat of the behaviour within 12 months of the date of the warning letter.

The same guiding principles relating to warning letters would also apply.

Dear <<Name>>

I am sorry to correspond with you in these terms and these unfortunate circumstances.

I am writing with reference to my previous correspondence dated <<insert date of warning letter>>, a copy of which is <<attached/enclosed>> for your reference.

I regret to say that there has been a further incident on <<insert date>>in which members of our reception team were distressed by the way in which you spoke to them.

In the context of the <<attached/enclosed>> letter, I indicated that if there was a repeat incident of a similar nature, consideration would be given as to your ongoing inclusion on the practice list.

The practice have given careful consideration to this matter and have decided that as a consequence of the latest incident, there has been an irrevocable breakdown in the relationship such that it is now in the interests of all parties for you to have a fresh start with a new practice.

I have today contacted Primary Care Support England with a request that they remove you from the practice list and my understanding is that they will make contact with you in the near term.

If you wish to contact Primary Care Support England directly, this can be done via their [online form](https://pcse.england.nhs.uk/contact-us/) or calling: 0333 014 2884.

You must now register with a new practice and I am obliged to inform you that the practice is obliged to provide you up to and including <<insert date (which should be 7 days after the date of this letter)>>, which you will need to seek your care from a new practice from <<insert date (which should be 8 days after the date of this letter)>>.

I indicated at the outset, I am sorry to correspond in these terms and would like to take this opportunity to wish you well in relation to your ongoing care.

Yours etc