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### Consultant Information

**Richard Marriot** is a seasoned primary care director manager, involved in designing, implementing, and delivering NHS operational activities and improvement since 2006 across both England and Wales. Formerly in the military, Richard has a passion for supporting organisations and individuals in their intentions to develop and improve. He is now focused on his consultancy work providing bespoke programmes of improvement and locum support to the primary care sector where he applies his extensive experience in practice and programme manager positions. Richard has also been employed as an Associate Trainer for Thornfield's [FPM] where he delivered risk, change and contingency management courses in addition to Institute of Leadership and Management training for senior management. He is passionate around supporting organisations and their need to remain resilient to the current risks and challenges, evident within the primary care sector.

### Booking Information

To book a place/s email  
[bookings@networkforpractices.co.uk](mailto:bookings@networkforpractices.co.uk)

Our acceptance of your booking brings into existence a legally binding contract between us on the following Terms & Conditions - If places are booked but cancelled before payment has been made or a candidate DNAs, the fee will remain due. Cancellations will attract a refund if the course is subsequently fully booked. To avoid any confusion, we ask that Cancellations are by email only. We will make every effort to resell the cancelled place. Where places are free a £45 charge will be applied to cancellations/DNAs. Payment is required within 30 days from date of invoice.

## Dealing with Abusive, Aggressive and Violent Patients

Date: 19<sup>th</sup> November 2025  
Times: 0930-1230  
Venue: Zoom Online Platform

Places available: 12

|        |             |      |
|--------|-------------|------|
| Fee/s: | NfP Members | £60  |
|        | Non Members | £105 |

This course is suitable for: All practice staff

This interactive workshop is designed to support service providers in better understanding safety in the workplace.

Do you know how the law protects you when you are most at risk of violence? Are you able to assess to prevent the risk? Are you prepared to deal with the risk? Are you managing your duty of care to your staff and patients in respect to safely managing aggressive patients?

This session will provide staff with a firm understanding in how they can best prevent, manage and deal with patients who pose a risk through aggressive, abusive and violent behaviours.

#### Aims:

1. Understanding conflict
2. Communication models and de-escalation
3. Procedural, environmental and legal responsibilities
4. Incident reporting and support.

#### Learning Outcomes:

By the end of the workshop participants will:

- Have gained a firmer understanding of how to manage aggression in the workplace by introducing effective de-escalation strategies
- Have a clear understanding and confidence in how the law protects staff and patients who are under the threat of abuse or violence
- Have gathered information that will enable them to manage and de-escalate situations of threat and / or violence in the workplace lawfully
- Have gained the ability to recognise signs and triggers to escalating aggressive and / or violent behaviours
- Firmly understand the prevention considerations that will support their workforce's ability to mitigate any risk.