*Proforma warning letter to patients*

This letter template can be used in the event of inappropriate behaviour by a patient where a warning is necessary. The treating GP or other practice staff should explain to the patient that their behaviour is unacceptable and what is expected of them in future. Ideally, this explanation should be provided in the presence of a witness.

This should be signed by the witness and a letter should be sent to the patient reiterating what was verbally conveyed. For more information please refer to the RACGPs [*General practice – A safe place: A guide for the prevention and management of patient-initiated violence*](https://www.racgp.org.au/FSDEDEV/media/documents/Running%20a%20practice/Security/General-practice-A-safe-place.pdf).

[Insert practice address]

[Date]

Dear Mr/Ms

Staff at [insert practice name] have recently reported an incident [insert date or approximate date

when the incident occurred] where you [insert a phrase that objectively describes the patient’s

violent behaviour] and that they were threatened by your behaviour.

The practice has a duty of care to ensure that the safety of patients and staff in the practice is

maintained. Therefore we cannot tolerate your threatening behaviour.

We are prepared to continue with your treatment at this practice provided that you are willing

to significantly modify your behaviour. We propose to develop a mutually acceptable behaviour

agreement with you. This agreement will outline the conditions and behaviours we expect at the

practice, and the consequences of breaching these conditions.

If you wish to enter into a behaviour agreement, please ring the practice to discuss this letter. An

alternative to an agreement about your behaviour would be for you to seek care with another GP.

We will transfer a copy of your health record to your new GP on receipt of their contact details in

writing.

Yours sincerely

Practice Manager

Disclaimer

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