

NHS England  
Quarry House  
Quarry Hill  
Leeds  
LS2 7UE

Dear Colleague

We are pleased to share that your Integrated Care System (ICS) has signed up to be part of a new programme, aiming to reduce violence against staff working in general practice. This programme is being piloted over the next 3-6 months and will be completely **free** to participate in.

The programme has been commissioned by NHS England and will target patients who have either received a warning letter about their behaviour, or whom are already in the Special Allocation Scheme.

This pilot programme aims to reduce violence against staff working in primary care, by approaching this from a patient perspective and offering them rehabilitation (or a safe reflective space) to consider how their behaviour is affecting our staff and how they can better manage their emotions in situations that they find distressing. This sits in-line with the contractual aspects in primary care, where patients placed on the Special Allocation Scheme (SAS) must be offered a form of rehabilitation to support them in changing their behaviour.

We have partnered with an experienced rehabilitation provider who will be delivering the programme via MS Teams over two half days. Our provider, Intuitive Thinking Skills, has substantial experience of delivering similar programmes in the prison sector and the NHS and many of their trainers have lived experience of completing similar programmes themselves. At the end of this, patients will attain a National Open College Network (NOCN) Level 1 in Behaviour Management (Aggression).

### **What we need from you**

We would like to request your help to identify patients who may benefit from the programme. This could be patients who have received a letter about their behaviour in the last six months or patients who are on the Special Allocation Scheme. Any patients you would like to nominate may be sent the attached leaflet as an invitation. Once you have identified a patient for the programme and gained their agreement to participate, please complete the following short referral safe link:

<https://www.smartsurvey.co.uk/s/itsvrp/>

The referral process will take approximately five minutes to complete and is hosted on a safe link site that enables the safe sharing of information. Once a patient has been referred via the link, a member of the team at Intuitive Thinking Skills will contact them directly using the telephone number provided to discuss the offer.

In the event that any safeguarding issues should arise over the course of the sessions, Intuitive Thinking Skills will make contact with the original referrer or the patient's registered practice.

For any queries about the programme please contact [ournhspeople.hwb@nhs.net](mailto:ournhspeople.hwb@nhs.net)

Thank you for your support.  
Best wishes

Health and Wellbeing Team  
NHS England