

As a result of your behaviour, the team had to ask you to leave the clinic on multiple occasions before you agreed to do so. Furthermore, your presence at clinic and behaviour was disruptive to the other patients attending the clinic with an appointment, leading to prolonged waiting times to be seen.

The Belfast Trust has a Zero Tolerance approach to the management of aggression and violence towards staff in the workplace. Our policies view this type of behaviour towards staff as totally unacceptable. The Trust defines aggression as 'behaviour resulting in damaging or harmful effects (physical or psychological) on another person or persons.' As employers, we have a duty to ensure we provide a safe and secure environment for all our staff, and to ensure our employees are able to undertake their duties without fear of abuse or threatening behaviour. Please note that the Western Trust is supportive of this position.

In order to protect our staff in line with this policy, we (the BHSCT) must advise you that you are no longer permitted to attend the Haemophilia Clinic in the North West Cancer Centre. If you attend the clinic in future, we will have no choice but to ask you to leave the premises.

I would also like to reiterate our request from January 2021 that you do not communicate with any member of the Haemophilia Comprehensive Care Centre team, either via telephone or email correspondence.

We appreciate that your brother Mr E Conway is still a patient of the Haemophilia Comprehensive Care Team and he may wish to have a relative accompany him to future appointments or for a relative to contact the team on his behalf. In these instances we would ask that an alternative family member to yourself attend the clinic alongside Mr Conway, or contact the team on his behalf.

Thank you in advance for your cooperation.

Yours Sincerely

**GRO-C**

**GRO-D**

**BHSCT**