

Date: 17th September 2026

Violence and Aggression Improvement Group update

The Violence and Aggression Improvement Group has shared an update for colleagues on incident reporting and the processes in place to support the safety and wellbeing of staff and patients.

Thank you to colleagues for continuing to report incidents involving violence and aggression. The information provided through incident reporting is invaluable in helping the Trust identify themes and trends, review incidents and inform ongoing improvement work.

Incidents are discussed daily at the Trust's Safety Huddle and weekly at the Violence and Aggression meeting, where teams review what has happened and ensure appropriate steps have been taken to manage the incident.

Reporting violence and aggression

Please ensure all incidents involving violence and aggression are reported under the violence and aggression category. Recording incidents consistently enables the Trust to maintain an accurate picture of these events and identify areas where further action may be required.

When completing a report, it is also helpful to include whether the patient was confused or under the influence of alcohol or drugs at the time of the incident. This information can help support a more targeted approach to improvement work.

Red and Yellow Carded patients

A separate incident report must be completed for all patients with an approved Red or Yellow Card.

This allows an accurate record to be maintained and helps teams consider appropriate measures should the patient attend Trust services again.

The Trust is currently developing a letter for patients who have received a Red or Yellow Card. This will explain why the letter has been issued and set out the standards of behaviour expected when staff are providing care.

In some circumstances, patients may be asked to attend another hospital for future treatment.

Post Incident Checklists

Where a Post Incident Checklist has been completed, please ensure this is referenced and updated within the relevant incident report.

The completed checklist should also be stored securely within the ward or department until further guidance is provided.



**Wirral University
Teaching Hospital**
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Thank you for continuing to report incidents and follow the agreed processes. Accurate reporting helps the Trust understand where and why incidents are occurring, identify opportunities for improvement and take action to help create a safer working environment for colleagues and patients.