

## **OP38.5**

### **Aggressiveness in the primary health care consultation: identification and management**

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The number of assaults to physicians has increased in recent years. In some countries the legislation has changed giving the doctors the category of Authority, to deter aggressive actions against professionals.

Between 2010-2015 there were more than 2,000 assaults to doctors in Spain, 344 of them in 2014.

According to the last Observatory of Aggressions of Medical College, 83% happens in the public sector, 48% in primary care.

According to WHO, 25% of health-care professionals suffer or have suffered assaults.

Although insufficient researches, we have statistical data on ratios of attacks on medical-care professionals in some countries in the EU/UK, Africa, USA and Australia.

Workshop with priority focus on: introduction to the issue and description of context in which these situations arise. Tools to identify and prevent them and promote a proper physician-patient relationship with algorithms for management by the technique of role-playing, and strategies for dissolution of these undesirable situations.

Learning of key ideas of the problem and simple techniques for handling and dissolution, avoiding these situations, or at least, minimizing emotional, clinical, legal and economic consequences to keep on being great professionals.

Family medicine is one of the most complex specialties in medical practice as a result of the broad field that it includes.

Professionals engaged in it must master many subjects, but the key is not so much of scientific but human order. The relationship with each other is complicated by the idiosyncrasies of the area in which it develops: a framework of vulnerability, sometimes pain, fear of suffering, helplessness and dependency of patients in the health system. These facts can lead to difficult situations in the patient-physician relationship, among them; the most complicated is to handle the aggressiveness.

The workshop is part of an international research that we would like to carry out.