

## COVID-19 and Supporting Victims of Domestic Violence and Abuse

Please note that this is a guidance document around telephone appointments and instances where you may suspect that your patient may be experiencing abuse, please also ensure that you follow Safeguarding processes within your practice.

**Establish SAFETY:** Prior to the conversation, consider what to say if the partner or family member answers your patient's phone. Although it is unlikely that a perpetrator will challenge a GP phone call, they may remain close by to listen in on the conversation or make it difficult for the person to talk. In this case it may be best to call back within a couple of days.

When you make contact with your patient, make sure that they are **ALONE** and to the best of your knowledge it is safe to talk when you ask any questions about their safety and DV&A

*For example - "Good medical practice requires me to respect your confidentiality when I'm speaking to you, I would like to ask you some questions about your wellbeing, so please make sure you are not on loud speaker. It's really important that you are alone and cannot be overheard. When prompted please answer 'YES' or 'NO' to the following questions: 1. Are you alone in the house? 2. Is it safe to talk?"*

### YES

- Have a conversation from the onset with your patient to consider a code word or sentence which the patient can use to indicate it is no longer safe to continue with the call e.g. *'If at any time during our conversation it's no longer safe to talk, please say - "thanks but I'm not interested" and I'll understand you have to go. I will then try to call you back at another time'.*
- If safe to do so, consider the option of offering an appointment to attend the surgery on the pretext a blood test or examination is needed.
- If you require an interpreter, call back using Language Line and arrange a conference call with patient and interpreter. Request a female interpreter where possible. **DO NOT** use a friend or family member as an interpreter.

### NO

- Do not ask any further questions about safety and/or abuse.
- Arrange a suitable time and date to call them when they know they will be alone (**preferably within 48 hours**)
- Let the patient know you would be concerned if there is no reply at the agreed review, so reinforce importance of staying in contact.
- If you suspect that the patient is in immediate danger call 999.
- If you have concern and wish to discuss it further, discuss with your Safeguarding Lead or the CCG Safeguarding Team (0113 8431713).
- Consider sharing concern with other agencies involved e.g. Health Visitor.

### Boots and Superdrug pharmacy join the No More campaign

Pharmacies have turned their consultation rooms into "safe spaces" for victims of domestic abuse.

People who are experiencing DA during the CV-19 pandemic can walk into any Boots branch from May 1 and ask the pharmacist if they can use the consultation room.

Once inside the room, all the DA support information will be available and if the person needs to contact a DA Support service, they can make that call safely.

**Consider option of offering a script for patient to pick up.**

### Support services

#### 24 Hour Domestic Abuse Helpline

0113 246 0401

Visit our website: [www.ldvs.uk](http://www.ldvs.uk)

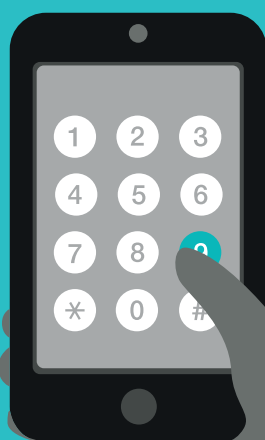
**Confidential online chat** available Monday to Friday 1-3pm via the Leeds Women's Aid website - [www.leedswomensaid.co.uk](http://www.leedswomensaid.co.uk)

Further information about domestic abuse: [www.leeds.gov.uk/domesticviolence](http://www.leeds.gov.uk/domesticviolence)

# Make yourself Heard

**In danger, need the police, but can't speak?**

**1**  
**Dial 999**



**2**  
**Listen** to  
the questions  
from the 999  
operator



**3**  
**Respond**  
by coughing  
or tapping  
the handset  
if you can



**4**  
If prompted,  
**press 55**  
This lets the 999 call  
operator know it's a  
genuine emergency  
and you'll be put  
through to the police.



See our guide for more information.

## Children and Young People

Childline

0800 1111

NSPCC Helpline

0800 800 5000

The Hideout

[www.thehideout.org.uk](http://www.thehideout.org.uk)

## Additional Helplines

Victim Support

0300 303 1971

Forward Leeds - Alcohol & Drug service

0113 887 2477

DIAL House - Crisis support

0113 260 9328

GALOP - LGBT+ anti-violence charity

0800 999 5428

Karma Nirvana - Honour Network Helpline

0800 599 9247

Black Health Initiative - FGM support & advice

0113 307 0300

## The safety of you and your children is most important

Many people leave with nothing and sort out the details once they are safe. If you want to leave and do have time to plan ahead you could try to take with you:



Money /  
bank card



Clothes



Childrens  
favourite toy



Essential  
medication



Important documents  
eg. Passport, Birth Certificate

Try to work out the safest time to leave - if you need help with safety planning, you could talk to one of the support services in this card.

# Domestic violence and abuse... talk about it.



[www.leedsdomesticviolenceandabuse.co.uk](http://www.leedsdomesticviolenceandabuse.co.uk)

**Safer Leeds**



## You have the right to live your life free from fear, violence and abuse.

Is your partner, ex-partner or family member making you feel humiliated, frightened, ashamed or alone? You are not to blame.

Domestic violence and abuse is very common - it effects 1 in 3 women and 1 in 6 men - regardless of class, disability, age, race or sexuality.

Domestic violence and abuse can involve physical, emotional and financial abuse - usually by a man towards a woman. Abuse is rarely a one-off event - it tends to be worse over time, but there is help available.

If you would like advice, information, somewhere safe to stay, or simply want someone to listen, you can call one of the services in this card or visit:

**[www.ldvs.uk](http://www.ldvs.uk)**

## Who can help?

### For help, support and safe emergency accommodation contact:

Leeds Domestic Violence Service  
24 hour helpline

**0113 246 0401**

National Domestic Violence 24hr  
freephone helpline for women  
National Men's Advice Line  
Samaritans

**0808 200 0247**

**0808 801 0327**

**Freephone 116 123**

### Police Emergency

**999**

Other Police enquiries

**101**

### Housing

Leeds Housing Options

**0113 222 4412**

Out of Hours

**07891 273 939**

### Leeds Social Services

Adult Social Care

**0113 222 4401**

Out of Hours

**0113 378 0644**

Children's Social Work Services

**0113 222 4403**

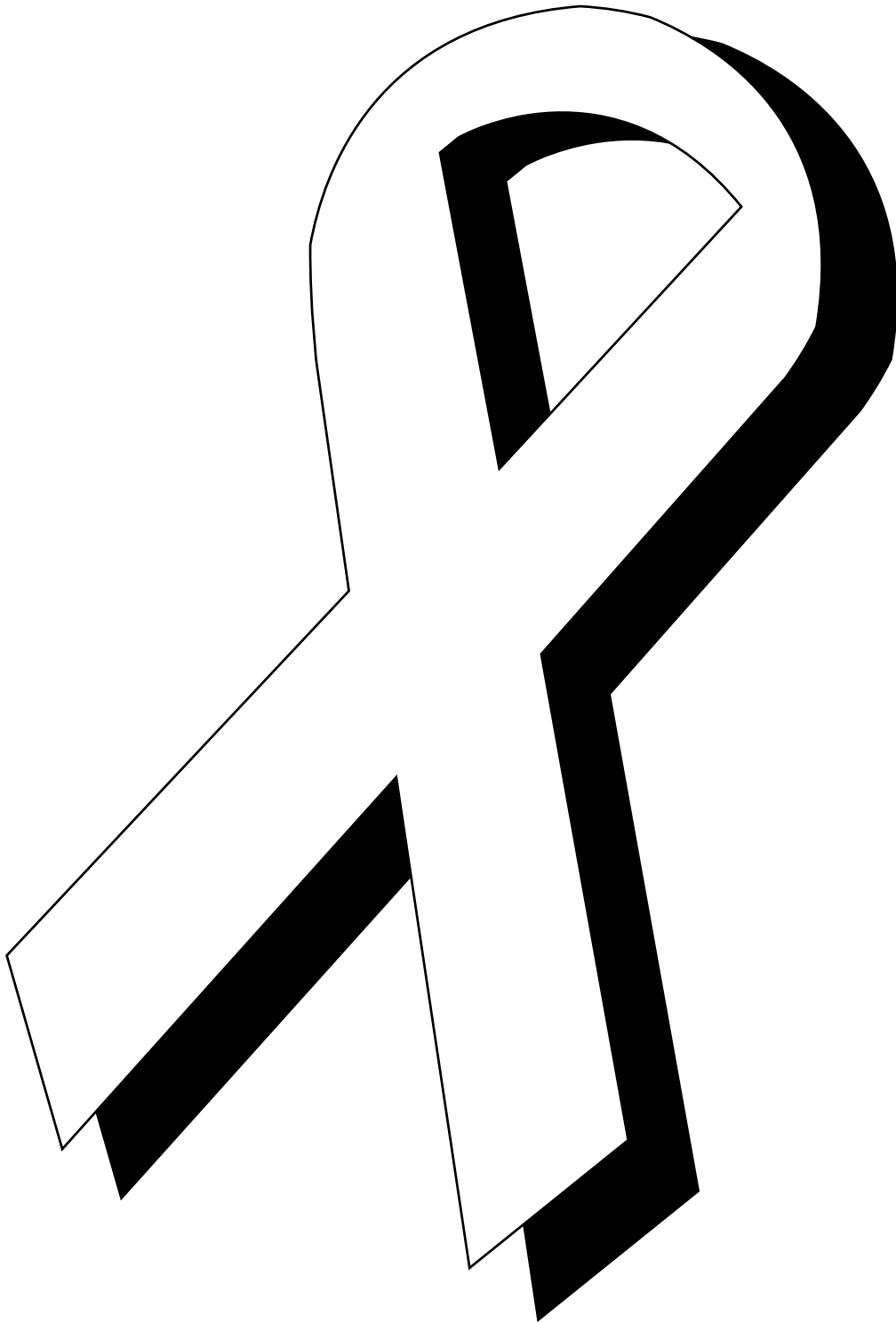
**999**

### Support After Rape and Sexual Violence Leeds

SARSVL

**0808 802 3344**

Promise to never commit,  
excuse or remain silent  
about male violence against women.



thank you for your support



#youarenotalone

I WON'T  
REPORT MY  
ABUSIVE  
RELATIONSHIP  
BECAUSE I'M  
SCARED I WILL  
BE 'OUTED'...

LDVS supports anyone experiencing domestic violence and abuse and actively encourages people from LGBT+ communities to access our support. We are here to listen and to help you.



#YOUARENOTALONE





#youarenotalone

IF I ASK FOR  
HELP I WILL  
NOT BE TAKEN  
SERIOUSLY  
BECAUSE I'M  
IN A SAME SEX  
RELATIONSHIP...

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#YOUARENOTALONE



#youarenotalone

THEY WON'T  
TAKE THE ABUSE  
SERIOUSLY  
BECAUSE OF  
OUR SAME SEX  
RELATIONSHIP...

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#YOUARENOTALONE



Leeds  
CITY COUNCIL

Safer  
Leeds  
Working in partnership to  
keep communities safe





#youarenotalone

THEY CAN'T  
PROVIDE ME  
WITH HELP  
TO LEAVE MY  
RELATIONSHIP  
BECAUSE OF  
HOW I IDENTIFY  
MYSELF...

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#YOUARENOTALONE



#youarenotalone

IT'S NOT  
ABUSE IF  
WE'RE IN  
LOVE...

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#YOUARENOTALONE





#youarenotalone

THEY'RE NOT  
STALKING  
ME, THEY  
JUST MISS  
ME...

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#YOUARENOTALONE



#youarenotalone

THEY WILL  
NOT LISTEN  
TO YOU AND  
THEY WON'T  
UNDERSTAND  
YOU

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#YOUARENOTALONE





#youarenotalone

I HAVE TO  
MESSAGE  
THEM EVERY  
HOUR SO THEY  
KNOW I'M NOT  
IN DANGER

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#YOUARENOTALONE



# Domestic violence and abuse...

# Talk to someone.

Leeds Domestic Violence  
24 Hour Helpline

**0113 246 0401**

National Domestic  
Violence Helpline

**0808 2000 247**

National Men's Advice Line

**0808 801 0327**

**Help and support for you  
or someone you know**

Call the 24hr helpline on **0113 246 0401**

In case of immediate danger call **999**

**[www.leedsdomesticviolenceandabuse.co.uk](http://www.leedsdomesticviolenceandabuse.co.uk)**



**Safer Leeds**  
Working in partnership to keep communities safe

 **Leeds**  
CITY COUNCIL



“I can't leave  
because he took  
control of my bank  
account...”



### **This is coercive & controlling behaviour**

Help and support for you or someone you know

Call the 24hr helpline on **0113 2460401**

In case of immediate danger call **999**

[www.leedsdomesticviolenceandabuse.co.uk](http://www.leedsdomesticviolenceandabuse.co.uk)



**Safer Leeds**

**Leeds**

**Domestic  
Violence  
and Abuse**

We can stop it  
together



“he keeps me locked  
in until he gets  
home... I never know  
when that will be...”



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**Safer Leeds**





“he constantly  
tells me I’m doing  
things wrong...”



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**Safer Leeds**





“my friends are  
worried he’s  
isolating me from  
them...”



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