

College St Incidents of Violence/ Aggression/ Disruptive (NOT self harming) behaviour 01/04/2020-28/09/2023

Ref	Incident date	Location (exact)	Category	Incident type tier one	Description	Action taken	Action taken (Investigation)
W313578	11/03/2021	16 College Street	Violence/ Aggression/ Disruptive (NOT self harming) behaviour	Service Disruptions (environment, infrastructure, human resources)	Anti-choice group standing outside College Street. Graphic images on billboards, misleading information on leaflets forced on patients to take. Distressing for patients trying to access clinic. Intimidation and harassment. Anti-choice were video cameras unsure if recording or not, public domain. Staff and patients subjected to this behaviour.	Re-occurrence will happen until safe access zones. Senior management aware every Thursday we have anti-choice groups outside clinic.	Await safe access zones.
W313577	18/03/2021	16 College Street	Violence/ Aggression/ Disruptive (NOT self harming) behaviour	Service Disruptions (environment, infrastructure, human resources)	Anti-choice group standing outside College Street. Graphic images on billboards, misleading information on leaflets forced on patients to take. Distressing for patients trying to access clinic. Intimidation and harassment. Anti-choice were video cameras unsure if recording or not, public domain. Staff and patients subjected to this behavior.	Re-occurrence will happen until safe access zones. Senior management aware every Thursday we have anti-choice groups outside clinic.	
W313576	25/03/2021	16 College Street	Violence/ Aggression/ Disruptive (NOT self harming) behaviour	Service Disruptions (environment, infrastructure, human resources)	Anti-choice group standing outside College Street. Graphic images on billboards, misleading information on leaflets forced on patients to take. Distressing for patients trying to access clinic. Intimidation and harassment. Anti-choice were video cameras unsure if recording or not, public domain. Staff and patients subjected to this behavior.	Re-occurrence will happen until safe access zones. Senior management aware every Thursday we have anti-choice groups outside clinic.	Await safe access zones.
W289982	06/05/2021	16 College Street	Violence/ Aggression/ Disruptive (NOT self harming) behaviour	Behaviour	Patient trying to get access into 16 college street for appointment and harassed by pro-life protesters outside clinic. Patient very upset and distressed, crying. Verbal abuse received and x 2 protesters approached patient invading personal space right going into patients face.	PSNI contact for statement to be made PSNI statement number to be confirmed. Divisional lead notified.	Risk of harm to S&RH clinic staff and patients from protesters outside S&RH building in College Street, Belfast. Protesters exhibiting challenging and aggressive behaviours. added to Gynae Risk Register (SHWH GYN079)- see attached document.
W299310	22/07/2021	16 College Street	Violence/ Aggression/ Disruptive (NOT self harming) behaviour	Behaviour	Pro-life group blocking buzzer system for patients to gain entry into clinic. Security guard went out to advise them to stand clear for patients needing access. Pro-life group member rude to security guard. PSNI contacted as blocking patient access to clinic.	PSNI contacted for advice, sent patrol around to monitor situation ASM made aware.	Protestors in situ at Rose Clinic, security guard present and PSNI liaise with clinical teams to provide support to staff and clients. This is on the risk register and constant review.
W305809	08/09/2021	16 College Street	Violence/ Aggression/ Disruptive (NOT self harming) behaviour	Behaviour	Pro-life group standing outside 16 college street taking pictures and have noticeboards about 3-4ft high with disturbing images outside clinic windows.	Discussed at senior meeting IR1 will be completed every time present outside building.	Protestors present outside Rose Clinic - there is a security guard allocated to support the clinic and psni support as required. This is also included on the risk register.
W313469	09/09/2021	16 College Street	Violence/ Aggression/ Disruptive (NOT self harming) behaviour	Behaviour	Anti-choice group standing outside College Street. Graphic images on billboards, misleading information on leaflets forced on patients to take. Distressing for patients trying to access clinic. Intimidation and harassment. Anti-choice were video cameras unsure if recording or not, public domain. Staff and patients subjected to this behavior.	Re-occurrence will happen until safe access zones. Senior management aware every Thursday we have anti-choice groups outside clinic.	Await safe access zones.
W306927	23/09/2021	16 College Street	Violence/ Aggression/ Disruptive (NOT self harming) behaviour	Behaviour	Pro life group outside 16 college street, graphic images and billboards. Harassing and intimidating patients accessing services.	Re-occurrence will occur until exclusion/buffer zones in place.	This is on the service risk register - security cameras are being installed. There is security guard presence at the front door of the premises. PSNI attend when requested and are aware of the issues.

W308232	30/09/2021	16 College Street	Violence/ Aggression/ Disruptive (NOT self harming) behaviour	Behaviour	Anti-choice groups outside college street, with graphic images. Distressing billboards for patients to walk in through to get to clinic.	Re-occurrence until exclusion zone bills come into place.	This has been escalated to senior management and is on the risk register. There is a security guard employed for support to this clinic and police liaise with the team and attend when required.
W308239	30/09/2021	16 College Street	Violence/ Aggression/ Disruptive (NOT self harming) behaviour	Behaviour	Patient didn't attend clinic for her appointment due to anti-choice protests outside clinic delaying treatment.	Re-occurrence until exclusion zone bills.	This is on the risk register, security guard support in place at the venue for service users and police attend and support the teams when requested.
W309076	07/10/2021	16 College Street	Violence/ Aggression/ Disruptive (NOT self harming) behaviour	Behaviour	Anti choice protesters outside clinic, holding graphic images, intimidating and harassing women trying to gain access into the clinic. Trying to force women to take leaflet's.	re-occurrence will continue on a daily basis until exclusion zone bills in place.	Protestors outside this facility is on the service group risk register. Security guard support with bodycam in place. PSNI support in place and available to attend when requested.
W311694	14/10/2021	16 College Street	Violence/ Aggression/ Disruptive (NOT self harming) behaviour	Behaviour	Anti-choice protesters outside clinic, graphic images. Handing out misleading information leaflets. Invading patients personal space.	Re-occurrence likely until safe access zones.	Awaiting safe access zones, right to protest.
W313464	14/10/2021	16 College Street	Violence/ Aggression/ Disruptive (NOT self harming) behaviour	Behaviour	Anti-choice group standing outside College Street. Graphic images on billboards, misleading information on leaflets forced on patients to take. Distressing for patients trying to access clinic. Intimidation and harassment. Anti-choice were video cameras unsure if recording or not, public domain. Staff and patients subjected to this behavior.	Re-occurrence will happen until safe access zones. Senior management aware every Thursday we have anti-choice groups outside clinic.	
W311688	21/10/2021	16 College Street	Violence/ Aggression/ Disruptive (NOT self harming) behaviour	Behaviour	Anti-choice protesters outside clinic, graphic images on billboards. Handing out misleading information. Invading patients personal space on access to building.	Re-occurrence require exclusion zone bills.	Senior management team aware, this is on the risk register for the service division. The psni support the team on request. There is security guard presence on site with body cam.
W311687	28/10/2021	16 College Street	Violence/ Aggression/ Disruptive (NOT self harming) behaviour	Behaviour	Anti-choice protesters outside clinic, graphic images on billboards. Handing patients misleading information. Approaching patients accessing building invading personal space.	Re-occurrence until exclusion zone bills in place.	
W313466	04/11/2021	16 College Street	Violence/ Aggression/ Disruptive (NOT self harming) behaviour	Behaviour	Anti-choice group standing outside College Street. Graphic images on billboards, misleading information on leaflets forced on patients to take. Distressing for patients trying to access clinic. Intimidation and harassment. Anti-choice were video cameras unsure if recording or not, public domain. Staff and patients subjected to this behavior.	Re-occurrence will happen until safe access zones. Senior management aware every Thursday we have anti-choice groups outside clinic.	
W313467	11/11/2021	16 College Street	Violence/ Aggression/ Disruptive (NOT self harming) behaviour	Behaviour	Anti-choice group standing outside College Street. Graphic images on billboards, misleading information on leaflets forced on patients to take. Distressing for patients trying to access clinic. Intimidation and harassment. Anti-choice were video cameras unsure if recording or not, public domain. Staff and patients subjected to this behavior.	Re-occurrence will happen until safe access zones. Senior management aware every Thursday we have anti-choice groups outside clinic.	Await safe access zones.

W317600	25/11/2021	16 College Street	Violence/ Aggression/ Disruptive (NOT self harming) behaviour	Behaviour	Anti- choice protesters standing outside college street clinic. Graphic images on billboards, misleading information on leaflets patients being forced to take. Distressing for patients trying to gain access into clinic for healthcare. Intimidation and harassment. Staff and patients subjected to this behaviour.	Awaiting safe access zones.	Awaiting safe access zones. On BHSCT risk register.
W317602	02/12/2021	16 College Street	Violence/ Aggression/ Disruptive (NOT self harming) behaviour	Behaviour	Anti- choice protesters standing outside college street clinic. Graphic images on billboards, misleading information on leaflets patients being forced to take. Distressing for patients trying to gain access into clinic for healthcare. Intimidation and harassment. Staff and patients subjected to this behaviour.	Awaiting safe access zones.	Awaiting safe access zones. On BHSCT risk register.
W317603	09/12/2021	16 College Street	Violence/ Aggression/ Disruptive (NOT self harming) behaviour	Behaviour	Anti- choice protesters standing outside college street clinic. Graphic images on billboards, misleading information on leaflets patients being forced to take. Distressing for patients trying to gain access into clinic for healthcare. Intimidation and harassment. Staff and patients subjected to this behaviour.	Awaiting safe access zones.	Await safe access zones. On BHSCT risk register. PSNI aware of area and what days clinics running.
W317604	16/12/2021	16 College Street	Violence/ Aggression/ Disruptive (NOT self harming) behaviour	Behaviour	Anti- choice protesters standing outside college street clinic. Graphic images on billboards, misleading information on leaflets patients being forced to take. Distressing for patients trying to gain access into clinic for healthcare. Intimidation and harassment. Staff and patients subjected to this behaviour.	Awaiting safe access zones.	Await safe access zones. On BHSCT risk register. PSNI aware of clinic operating times.
W317605	16/12/2021	16 College Street	Violence/ Aggression/ Disruptive (NOT self harming) behaviour	Behaviour	Patient tried to get access into 16 college street for treatment. Anti-choice group became verbally aggressive and went right up into patients face. Patient reported to 101. PSNI contacted also from myself also. Patient distressed.	PSNI contact.	Await safe access zones. Security present in building. Patient reported to 101 so it is on recorded.
W320769	13/01/2022	16 College Street	Violence/ Aggression/ Disruptive (NOT self harming) behaviour	Behaviour	Seven to Eight protesters had gathered outside the SRH Clinic, 9am to 5pm, 16 College Street. Some with offence signs. One man in particular a high viz jacket had a microphone and was shouting offence language, shouting the "clinic was hell" and "the staff murder babies in here". He did eventually stop but continued to gather outside along with the rest of the protesters.	Staff decided to call upon the police to intervene but by that time this particular man had stopped. Apologies were given to the patients that came into the clinic during this time. Security guard present.	Staff aware not to engage with protesters. Women are also advised when making appointments that there may be protesters outside the clinic and if they feel threatened they can phone staff to come out who will accompany them into the clinic.
W321484	20/01/2022	16 College Street	Violence/ Aggression/ Disruptive (NOT self harming) behaviour	Behaviour	Four to five protestors gathered outside the clinic at 16 College St with offence signs, petitions and leaflets. (9am - 5pm).	Patients are made aware of possible protestors gathering before they come to the clinic. Apologies given to patients on entering the clinic. Security guard present and visible to the patients as they come into the building.	Usual for protestors to be present outside College Street SRH on a Thursday and sometimes on a Wednesday. Numbers of protestors varies.
W321485	20/01/2022	16 College Street	Violence/ Aggression/ Disruptive (NOT self harming) behaviour	Behaviour	Our first patient to the Rose Clinic this morning (09.30) rang the clinic and asked for a staff member to come out and escort her into the building as she was too fearful to pass the protestors on her own.	A member of staff went out and escorted the patient in. Apologies were given to the patient.	Woman attending SRH clinic called into clinic to ask for escort into the clinic as she felt she couldn't pass the protestors independently.
W321487	20/01/2022	16 College Street	Violence/ Aggression/ Disruptive (NOT self harming) behaviour	Behaviour	Patient finished her appointment in the Clinic and was escorted by a member of staff to the main entrance. Patient was then accompanied by a friend/relative/partner and left the building. On leaving the building, the staff member witnessed a female protestor trying to stop the couple and engage with them and consequently followed them down the street.	Staff member relayed what was witnessed.	Staff aware to advise women to be mindful of protestors and if they feel any threat to inform staff or PSNI.

W321508	20/01/2022	16 College Street	Violence/ Aggression/ Disruptive (NOT self harming) behaviour	Behaviour	Staff at the SRH Clinic, 16 College Street, witnessed the leading figure of Precious Life, live streaming from the entrance of the clinic. A fellow protestor was using a mobile phone to live stream to which the leading figure was talking too.	Patients are informed of the possibility of protestors outside the clinic. Apologies given to patients on entry to the clinic. Security guard present to guide patients in safely and away from possible harm.	There are always protesters outside Clinic on a Thursday. Staff are advised that they must inform any woman who is coming on a Thursday to be informed of this and to call the clinic if they would prefer a member of staff to come outside to meet them and accompany them into the building. We also have the support of the PSNI and their contact mobile numbers should we need to ask them to attend. We also have private security who sits at the front door just inside the building.
W322398	27/01/2022	16 College Street	Violence/ Aggression/ Disruptive (NOT self harming) behaviour	Behaviour	Up to 14 protestors gathered outside the clinic (9am - 5pm) at 16 college street. Holding offence signs, harassing services users, a man in a high vis jacket with microphone also, using offence language. Some services users relayed their distress to the staff after coming into the building passed the protestors.	Service users are always informed of the possibility of protestors being here when they arrive at the clinic. Apologies given to the service users. Security guard present to help guide ladies into the building.	Protesting happened every Thursday outside 16 College Street. Women who have appointments on this day for SRH are advised re same and the option to come on another day is offered or alternatively can request that a staff member accompany them into or out of the building.
W323450	03/02/2022	16 College Street	Violence/ Aggression/ Disruptive (NOT self harming) behaviour	Behaviour	Protesters outside 16 College Street (SRH Clinic. One protester tried to stop one woman from entering by blocking her access. No less than 4 protesters in total today. (9-5).	None required woman moved on past the protestors independently.	Waiting on Safe Zone Legislation to come into affect so as protesting cannot happen outside the clinic. Women are advised that protestors do gather outside the clinic and they are advised to call clinic to ask for a staff escort into the building should they require it.
W324392	10/02/2022	16 College Street	Violence/ Aggression/ Disruptive (NOT self harming) behaviour	Behaviour	Protesting outside 16 College Street, Belfast, BT1 6BT - SRH clinic. Women attending the clinic had to be advised re same.	Women advised re same prior to appointment and reminded that they would be there on their way out.	Protesting outside clinic is an ongoing issue. Staff are aware to inform women that protestors are outside the clinic on a Thursday and to ring into clinic if they would like staff to escort them into the building. Staff also on occasion would escort women out of the building.
W325191	17/02/2022	16 College Street	Violence/ Aggression/ Disruptive (NOT self harming) behaviour	Behaviour	Six to eight protester's gathered outside the clinic at 16 College street (9am - 5pm) Blocking the entrance. Holding offence signs. Harassing women as they come in and out of the building. Soliciting anti abortion pamphlets. One particular protester had a camera attached to her clip board. Also the well known figure from Precious Life was live streaming from the entrance of the building, holding pink and blue balloons.	Patients are always advised that protester's will possibly be here on a Thursday. Apologies given to the women when they come into the building for their appointments. Security Guard present every Thursday to support and guide the women in to the building.	There is usually protesting outside 16 College Street on a Thursday. Waiting on Safe Access Zone's legislation so woman do not have to endure this treatment. Women are always advised this is a possibility and can be escorted into the clinic if they wish (they can call ahead and a staff member will go outside and meet them). On accession women are escorted outside. We have a private security guard at the door to offer some reassurance to women entering the building.
W326437	24/02/2022	16 College Street	Violence/ Aggression/ Disruptive (NOT self harming) behaviour	Behaviour	Anti-choice protestors outside College St clinic entrance. Intimidating and harassing staff and patients entering and leaving the building. A social media video was made and clearly showed one of our patients entering the building. 9-4pm.	patients advised of protests. As outside trust premises there is no action can be taken. Security guard inside building-? should be outside more often.	Have spoken with security today re last weeks events and asked that they are more visible and that they ask protesters to move away from the door if they are blocking the entrance.

W326913	03/03/2022	16 College Street	Violence/ Aggression/ Disruptive (NOT self harming) behaviour	Behaviour	Protesting outside Sexual Reproductive Health Clinic today.	Service users advised this is likely and to ring into staff if they would like escorted into building. Security staff advised to report any blocking of doorway or harassing of women to me.	Protesting outside 16 College is usual on a Thursday. All women entering the building are affected. Some protesters stand in front of doorway and trying to speak to and give leaflets to women entering and exiting the building. Some women ring ahead for an escort into the building.
W328103	10/03/2022	16 College Street	Violence/ Aggression/ Disruptive (NOT self harming) behaviour	Behaviour	Six to eight protestors gathered outside SRH Clinic, College Street, (9am-5pm). Holding offence signs and posters. Laying flowers at the entrance. Harassing patients as they enter and leave the clinic. Soliciting anti choice pamphlets and leaflets. Protestors asked by security staff not to block the entrance to the clinic, but they refuse and continue to stand across and block the entrance saying its a public street.	Patients are always informed that there is a possibility of protestors gathering outside on Thursdays. Apologies given to patients on entering the clinic. Security Guard present to guide patients into the clinic.	When booking appointments are informed that there are usually protestors outside the building on a Thursday and advised to ring in and ask for an escort if needed. There is also a security guard at the door of 16 College Street.
W331287	06/04/2022	16 College Street	Violence/ Aggression/ Disruptive (NOT self harming) behaviour	Behaviour	1 protester outside College Street Clinic.	As this was an unusual occurrence for a protester to gather at the clinic on a Wednesday, women who were coming to the clinic could not be informed in time as to what they would be facing coming here on this particular day.	Lone Protester - usually here on a Thursday.
W331459	07/04/2022	16 College Street	Violence/ Aggression/ Disruptive (NOT self harming) behaviour	Behaviour	Four to five protester's, male and female, gathered outside the clinic at College Street (9am-3.45pm) Trying to engage women as they come in and go out of the clinic with conversation and to take leaflets off them. Praying - non silent and silent prayer. Laying flowers at the entrance to the clinic.	Women are always informed of the possibility of protestors if they are attending the clinic on a Thursday. Apologies are given to the women when they have entered the clinic if they have had to pass these protestors and feel harassed. An escort for the women is always available if needs be. A security guard is always present on Thursdays.	Staff aware that there is a possibility of protesting outside the clinic.
W333537	21/04/2022	16 College Street	Violence/ Aggression/ Disruptive (NOT self harming) behaviour	Behaviour	Six to eight protestors, woman and men, gathered outside the clinic, 09.30am-16.00pm, 16 College street. Holding very offence signs. Soliciting anti choice leaflets. Protesters were forcing leaflets into their hands or handbags.	Patients are always informed of the possibility of protestors gathering on a Thursday. Apologies are always given to the woman and girls who come into the clinic. Escorts are always available to support the women and girls into the clinic. Security guard is always present on a Thursday provide support and help to patients and staff.	Protesting usual on a Thursday - women advised re same and have full support of staff if they would like escorting in or out of the clinic.
W336100	12/05/2022	16 College Street	Violence/ Aggression/ Disruptive (NOT self harming) behaviour	Behaviour	Seven protestors gathered outside clinic at college street (10.00am - 4pm) holding offence signs. Soliciting anti choice pamphlets. One male protestor was walking up and down the length of the building saying the rosary.	Patients are always advised of the possibility of protestors being outside the building on a Thursday. Apologies are always given to the women and girls who come in to the clinic and who are in distress. Staff are always available to escort the women and girls into the clinic. A security guard is always present on a Thursday.	Protesting outside 16 college street on a weekly basis - usually a Thursday. Women are advised that this is a usual occurrence and if required staff will accompany them into or out of the clinic. They have telephone number and can call the clinic if this is needed and not arrange prior.
W337043	19/05/2022	16 College Street	Violence/ Aggression/ Disruptive (NOT self harming) behaviour	Behaviour	Women attending for EMA rang mobile and asked for escort into building as felt harassed by protestors standing outside College Street. This is a weekly occurrence. When Midwife went out to escort the protestor said to the woman 'why don't you take this information and read before your decision'. The woman was accompanied by her mother and we all walked past the protestors without engaging.	Accompanied the woman and her mother safely into clinic.	Details as above - Midwife raised the Datix - The woman and her mother were ok - they expected the protesting as had been previously informed. That is why they rang to be accompanied inside building. We always inform service users that the protesting is a likely possibility especially on a Thursday and offer them accompanied entrance and exit of the clinic.

W338011	26/05/2022	16 College Street	Violence/ Aggression/ Disruptive (NOT self harming) behaviour	Behaviour	Patient being accompanied from clinic into waiting car for transfer to A+E and anti-choice protester shouted "excuse me! Medical staff have important medical information for you" and tried to give woman leaflets.	Reported to nurse manager.	Woman who attended the SRH for treatment had to then go to A&E as she had hyperemesis. Her partner brought his car to the car for ease of transfer. Ambulance declined. Subsequently approached by protesters.
W338117	26/05/2022	16 College Street	Violence/ Aggression/ Disruptive (NOT self harming) behaviour	Behaviour	Six to seven anti choice protester's gathered outside the clinic. Holding offence signs. Soliciting antichoice leaflets. Harassing women as they come in and out. Forcing leaflets into their hands and bags. One male protester walked up and down saying the Rosary. One patient in particular came into the clinic and stated to staff she was very angry as she was stopped by protester asked her was she pregnant and asked her about an unplanned pregnancy. The patient stated to staff that this was very intrusive and requested that we contact the PSNI as she wanted to make a formal complaint. The patient was assisted by the clinic manger to do this and the PSNI were contacted. Another patient came into the clinic also as she had her teenage daughter with her and did not appreciate being stopped by a protester and, as she described it as, the inappropriate language used to her in front of her daughter.	PSNI were contacted in the first incident. Apologies were given to both patients. Patients are always advised of the possibility of protestors on a Thursday. Staff are always available to escort patient into the clinic. A security guard is always present on Thursdays.	PSNI contacted at woman's request. The woman was able to identify the protester as she is well known anti-choice campaigner. The PSNI recorded incident and advised they would be in contact with the woman at her home. The service user was happy with this outcome. She worked with vulnerable children before and felt she had to make this complaint to the PSNI to support them. Woman's name available if required.
W339759	09/06/2022	16 College Street	Violence/ Aggression/ Disruptive (NOT self harming) behaviour	Behaviour	One anti choice protestor at the clinic today (13.30 - 16.30) This person was trying to engage SRH service users and trying to have them accept leaflets from her. Wednesday is not their usual day to gather outside the clinic so there was no security guard present to escort women in or out of the clinic if required.	Apologies given to the women when they enter the clinic.	Any woman who is attending the clinic for EMA is made aware of the possibility of protesting outside the clinic regardless of what day of the week they are attending.
W339929	09/06/2022	16 College Street	Violence/ Aggression/ Disruptive (NOT self harming) behaviour	Behaviour	Six anti choice protestors gathered outside the clinic. Men and women. Holding offence signs. Soliciting anti choice pamphlets. Protestors try to get women to accept their leaflets as they come in and out of the clinic.	Women are always informed (at their telephone assessment) re the possibility of protestors on Thursdays. Apologies are given to the women when they come into the clinic. Women are made aware that staff are always available to escort them in and out of the clinic. Security guard is always present on a Thursday.	It is becoming more usual now for there to be protestors outside the clinic on additional days (aside from a Thursday). Women using the EMA service are made aware that this is possibility and they are welcome to ask staff to escort them into and out of the clinic. They have our mobile if the is the case.
W340889	16/06/2022	16 College Street	Violence/ Aggression/ Disruptive (NOT self harming) behaviour	Behaviour	Protesters gathered outside the clinic today at College Street. They were trying to hand service users leaflets. They were holding anti-abortion signs. One patient reported to staff of 2 young patients that refused to come into the building because of the anti choice protestors.	Patients are always advised of the possibility of protestors on a Thursday. Apologies are always given to patients on entering the clinic. Staff are always available to escort patients in if they so wish. Security guard is always present on a Thursday.	Young person attending with their friend for EMA were deterred by protesters. Eventually they came in. Did not ring into the clinic for escort.
W341624	22/06/2022	16 College Street	Violence/ Aggression/ Disruptive (NOT self harming) behaviour	Behaviour	Two female anti choice protestors gathered at the clinic today, 16 College street. Tried to engage service users as they went in and out of the clinic. Tried to give the service users their leaflets. Note that Wednesdays are not their usual day to gather and protest, but it is becoming a regular occurrence.	Apologies given to service users when they came into the clinic. Staff are always available to escort service users in and out of the clinic. Note, no security guard present today as this is not the usual day for the protestors to gather.	Now observing protesting on a Wednesday as well as a Thursday. Treat as we do on Thursday. Observe interaction on CCTV. If necessary go outside and escort service users into the building. Can escort on way out also.

W341851	23/06/2022	16 College Street	Violence/ Aggression/ Disruptive (NOT self harming) behaviour	Behaviour	Eleven anti choice protestors gathered outside the clinic today at College street from 10am to 4pm. A mixture of men and women and one which appeared to be a monk. They were trying to liaise with service users as they went in and out of the clinic. They tried to get them to accept their leaflets. Some were praying on their knees outside.	Apologies given to service users when they came into the clinic. Main doors, on a Thursday, are always set to open immediately so that patients can walk straight in and not made to wait when the protestors are there. Staff are always available to escort service users in and out of the clinic. Security guard is always present on a Thursday.	Review of security given recent supreme court ruling in US. Concerned will have influence on protesting outside Belfast clinic. PSNI made aware. G4S security review today and also HJ Martin. H&J Martin declined any cordon but may put planters up outside to deter anyone standing near the doorway. Bill Harvey will meet with me on Friday 01.07.2022 to discuss.
W342918	30/06/2022	16 College Street	Violence/ Aggression/ Disruptive (NOT self harming) behaviour	Behaviour	Around 8 protester's gathered outside the clinic today. Majority of those gathered were men holding signs objecting to Abortion. The women protester's were trying to talk with service users as they came in and out of the clinic and they were trying to get them to accept leaflets from them. Some service users complained to staff about the harassment by the protester's but did not wish to take it further.	Apologies were given to service users when they came into the clinic. Staff always make service users aware that there is a possibility of protestors outside the building, especially on a Wednesday and Thursday. Staff are always available to escort the women in and out of the clinic. A security guard is always present on Thursdays.	clinic manager was not informed of the specific verbal complaints from service users to clinic staff. Clinic manager sent an e-mail to remind staff that clinic manager must be informed if there is a verbal complaint.
W343928	07/07/2022	16 College Street	Violence/ Aggression/ Disruptive (NOT self harming) behaviour	Behaviour	Seven antichoice protestors gathered outside the clinic at college street today.(10am - 4pm) Mixture of men and women. Holding offence and misleading signs. Handing out, as some patients reported, forcibly, antichoice pamphlets. Harassing women as they came in and out of the clinic. One patient wanted to make a complaint about her encounter with the protestors. She wrote a statement about her experience and this was given to the clinic manager.	Apologies given to patients when they come into the clinic. Patients are always advised of the possibility of protestors on Thursdays. Staff are always available to escort patients in and out of the clinic. Security guard is always present on Thursdays.	PSNI were called to advise of the verbal abuse of one of our services users (not the one documented above). There were 4 service users in total who complained to staff regarding what protestors had said to them while entering the building. Auxiliary have the names of all Services Users who made verbal complaints to me. BY the time the PSNI arrived 2 of the service users were waiting to speak to PSNI about their experiences. They wanted to make formal complaints - this was discouraged as they were told it wouldn't make any difference and likely to not have any effect on the protesting outside 16 College Street. Comments were made to one woman such as "are you going in there to kill your baby and flush it down the toilet". Another Service user was afraid to come in past them and her husband (who had dropped her off) came back to meet her and walk her in (he also came to pick her up and parked outside the building). I have a letter of complaint also which Auxiliary will forward to Trust Complaints Department. Not all these complaints are from women who used the EMA service.

W345883	21/07/2022	16 College Street	Violence/ Aggression/ Disruptive (NOT self harming) behaviour	Behaviour	Protesting against abortion outside 16 College Street - around 10 protestors standing outside doorway and to left and right of doorway. Started gathering around 930.	Midwife went outside when Midwife could to show presence for service users and provide reassurance. There was no interaction by staff with the protester's. They were witnessed trying to engage service users by trying to hand them leaflets and ask why they were attending the clinic and offering advice on pregnancy. One service user asked that Midwife speak with her to make a verbal complaint but did not wish to make a formal complaint. She was happy that Midwife took her personal details to record.	Midwife spoke with the person who made the verbal complaint. She advised that it was necessary to voice her concerns as it was very difficult to pass the protester's. She walked past them to enter the clinic but felt she was harassed. At SRH we advise all service users of the possibility of protester's outside the clinic on a Wednesday and a Thursday. They are made aware that they can call the clinic and ask for a chaperon into the clinic and we can also chaperon on exiting the clinic.
W347153	28/07/2022	16 College Street	Violence/ Aggression/ Disruptive (NOT self harming) behaviour	Behaviour	Seven to ten antichoice protestors gathered outside College Street clinic. 10.00 am - 16.45pm. Mixture of men and women. Holding offence and misleading signs. Harassing service users coming in and out of the clinic. Handing out antichoice pamphlets. One service user made a complaint to staff about being stopped coming into the clinic by a protestor. She informed staff she did not appreciate it or want the leaflet they were trying to hand to her.	Apologies given to service user and all service users who come to the clinic. Service users are informed of the possibility of antichoice protestors being here on Thursdays. Staff are always available to escort service users in and out of the clinic. A security guard is always present on a Thursday.	Event recorded with PSNI RM 22038269 - Apologies made the service user. Details of this person recorded with our Administration Team. Unfortunately this is usually occurrence.
W350340	11/08/2022	16 College Street	Violence/ Aggression/ Disruptive (NOT self harming) behaviour	Behaviour	Protesting outside 16 college Street, Sexual and Reproductive Health Clinic.	Security on site for reassurance to service users who are entering the building and exiting. Trust S&RH clinic staff always available to support also.	Continue to support Services Users entering and exiting the building. Protesting usually on a Thursday however can be other days also.
W350338	18/08/2022	16 College Street	Violence/ Aggression/ Disruptive (NOT self harming) behaviour	Behaviour	Protesting Outside 16 College Street Sexual and Reproductive Health Clinic - Protestors trying to engage in conversation to discourage service users against abortion. Trying to make service users take their printed material off them. Security G4S failed to turn up at 830.	Security arrived around 1130. I made several telephone calls sent e mails to G4S and eventually they were able to send a guard for duty. No incidents while waiting. I waited at reception most of the morning to check that service users were safe coming in and going out of the building.	Protesting usual each Thursday and sometimes other days of the week. Staff will ask Service Users if they want escorted into or out of the building. We have G4S Security with us on a Thursday. Unfortunately they didn't turn up and I had to make several calls to try and sort out. It was ok in the end they arrived around 11.30.
W351360	25/08/2022	16 College Street	Violence/ Aggression/ Disruptive (NOT self harming) behaviour	Behaviour	Protesting outside 16 College Street Sexual and Reproductive Health clinic. Protestors trying to make service users take their anti-choice leaflets. Posters of aborted fetus propped up against the walls of the building.	Service users supported entering and exiting the building by G4S security and staff.	Services Users always supported by staff on entering and exiting the building. We have security cameras and admin staff can see outside the building. Doors to the building are on automatic opening so they can gain quick access. Protestors do not usually try to enter the building.

W352465	01/09/2022	16 College Street	Violence/ Aggression/ Disruptive (NOT self harming) behaviour	Behaviour	<p>Six to seven antichoice protestors gathered outside College Street Clinic (10am-16.30pm) A mixture of men and women. Holding offence signs. Soliciting antichoice materials. Harassing service users as they come in and out of the clinic. One service user reported to staff that she was stopped by a female protestor as she came in to the clinic. They said to her "Are you considering an abortion? If you are, don't. It's wrong" Then they gave her antichoice material. The service user did not want to make a formal complaint.</p> <p>Service manager has been informed. If further details are required please contact the service manager Jayne Loughran.</p> <p>PSNI have also been informed and we await a reference number.</p>	<p>Service users are always informed of the possibility of protestors on Thursdays.</p> <p>Apologies given to service users when entering the clinic.</p> <p>Staff are always available to escort service users in and out of the clinic.</p> <p>A security guard is always present on a Thursday to support and guide service users into the clinic.</p>	<p>Summary as above - protesting is regular outside College Street on Thursday and sometimes on other days. Any Service Users coming to 16 College are advised re protesting and asked to inform us if they would like a staff member to go outside and escort them in. We are also available to escort them outside as well.</p>
W353400	08/09/2022	16 College Street	Violence/ Aggression/ Disruptive (NOT self harming) behaviour	Behaviour	<p>Six to seven antichoice protestors gathered outside College Street clinic (10.00am-16.00pm) A mixture of men and women. Holding offence signs. Soliciting antichoice pamphlets. Harassing service users as they come in and out of the building.</p> <p>One service user reported to staff of her experience coming passed the protestors. She gave permission for her details to be passed on to the Service Manager, Jayne Loughran, to allow her to phone her and talk to her about this. It is unclear at this time if the service user wishes to make a formal complaint.</p>	<p>Apologies given to service users who come into the building.</p> <p>Service users are always informed of the possibility of protestors on Thursdays.</p> <p>Staff are always available to escort service users in and out of the clinic.</p> <p>A security guard is always present on Thursdays to guide and support service users.</p>	<p>I have tried to ring the person who made a complaint 3 times and there has been no answer. I did want to text or leave a message to maintain confidentiality. There was another person who left her name but asked that I did not contact her at all. Most Service Users receive some form of harassment from protestors, either trying to make take leaflets, trying to engage them in conversation re abortion and discourage them from same or trying to make look at imagery of aborted fetus.</p>
W354337	15/09/2022	16 College Street	Violence/ Aggression/ Disruptive (NOT self harming) behaviour	Behaviour	<p>Protesting outside BHSCT Sexual and Reproductive Health Clinic. Protestors holding sign against abortion. Holding posters of fetus and religious prayers. Trying to engage service users when entering and exiting the building.</p>	<p>Service users supported on entering and exiting the building by staff and security staff</p>	<p>support service users entering and exiting the building via protestors by offering to escort into and out of the building. Continue to support each other.</p>
W355327	21/09/2022	16 College Street	Violence/ Aggression/ Disruptive (NOT self harming) behaviour	Behaviour	<p>Antichoice protestors gathered outside clinic this morning.</p> <p>Please note, Wednesday is not their usual day to gather so we had no security guard present. As staff were escorting a service user into the clinic she was subjected to intrusive and verbal abuse by the leading figure of precious life. She asked the service user why she was here and was it because of an unplanned pregnancy. She also told her her baby was fully developed. As staff and service user entered the foyer this protestor continued to engage with the service user, but now was shouting in at her, such things as "your're going in there to flush your baby down the toilet" "having and abortion will give you breast cancer"</p> <p>The service user was visibly upset and wishes to make a formal complaint.</p>	<p>PSNI were contacted and 3 officers came to the clinic. They spoke with managerial staff.</p> <p>Apologies were given to the service user.</p> <p>Consent was given to the staff by the service user to pass her information and details of the incident on to the clinic manager.</p> <p>A PSNI incident form was completed online.</p> <p>Awaiting a reference number</p>	<p>I tried to contact Service User x 3 times - no reply so not pursued. PSNI aware - Were called by myself (I was training from home and was called). I called ASM and they then based themselves at College Street that day. PSNI did come to site and spoke with staff unfortunately they cannot do anything in these circumstances and protesting not unlawful. Staff supported by each other and management.</p>

W355486	22/09/2022	16 College Street	Violence/ Aggression/ Disruptive (NOT self harming) behaviour	Behaviour	Four to six antichoice protestors gathered at College street clinic. (09.30am - 16.00pm) Harassing service users and asking intrusive questions. Holding offence signs and soliciting antichoice pamphlets.	Apologies given to service users. Service users are always informed of the possibility of protestors here on a Thursday. Staff are always available to escort service users in and out of the clinic. Security guard always present on a Thursday. Online PSNI incident form completed. Awaiting a reference number.	No Service Users asked to make a complaint. Service Users all informed re the possibility of protesting outside building. All advised re Trust staff availability to escort into and out of the building.
W357386	29/09/2022	16 College Street	Violence/ Aggression/ Disruptive (NOT self harming) behaviour	Behaviour	Protesting outside 16 college Street. Protestors holding anti abortion signs. trying to engage service users as they enter the building.	Support to service users when they mention this experience to staff. Security staff outside the building to show support to service users as they enter the building.	Protesting outside 16 College Street on a Thursday. Service Users advised re same and the option is available to them to have a staff member or security escort them into or out of the building.
W359785	20/10/2022	16 College Street	Violence/ Aggression/ Disruptive (NOT self harming) behaviour	Behaviour	Around 6 six anti choice protestors gathered outside College Street clinic (10am-4pm) A mixture of men and women. Harassing service users as they came in and out of the clinic. Holding offence signs and soliciting anti choice pamphlets.	Apologies given to service users when the came into the clinic. Service users are always informed of the possibility of protestors of Thursdays. Staff are always available to escort service users in and out of the building. Security guard is always present on Thursdays. PSNI have been contacted. Incident Number CC2022102100647	Review of incident. Staff continue to do their best to support service users. Protesting is a regular occurrence outside 16 College Street on a Thursday. PSNI mobile phone numbers available to staff if they need them. Can also call 101 or 999 if needed. Security continue to support staff and service users on a Thursday.
W361811	03/11/2022	16 College Street	Violence/ Aggression/ Disruptive (NOT self harming) behaviour	Behaviour	Four to six antichoice protestors gathered outside College Street clinic. (10am-3.30) A mixture of men and women. Holding offence signs. Harassing service users as the come in and out of the building ie asking intrusive and personal questions, handing out anti choice leaflets	Apologies given to service users when they come in to the clinic. Service users are always informed of the possibility of protestors on a Thursday. Staff are always available to escort service users in and out of the building. A security guard is always present as support and a guide to service users. PSNI have been informed. we await an Incident number.	PSNI incident number: CC2022110400577. Reviewed with staff who raised Datix. Info as above. Protesting usual outside our clinic on a Thursday and sometimes on other days.
W363878	17/11/2022	16 College Street	Violence/ Aggression/ Disruptive (NOT self harming) behaviour	Behaviour	5 - 6 antichoice protestors gathered outside College Street clinic (10am - 4pm) Holding signs. Soliciting antichoice pamphlets. Harassing service users as they come in and out of the clinic. Service users have spoken to staff and share that they feel intimidated by the protestors presence.	Apologies given to service users. Service users are always informed of the possibility of protestors on Thursdays. Staff are always available to escort service users in and out of the clinic. A security guard was present. PSNI have been informed. Awaiting on an incident number.	I was annual leave a the time of this incident - description as above. Clinic staff as always very proactive in protection of service users. No official complaints were made at the time.

W364618	23/11/2022	16 College Street	Violence/ Aggression/ Disruptive (NOT self harming) behaviour	Behaviour	Four antichoice protestors gathered outside college street clinic today (9.30am-3.30pm) Wednesday is not their usual day to stand here so service users could not be informed of their presence in time and no security guard was present either. Harassing service users as they came in and out of the building. Asking intrusive and personal questions. Soliciting antichoice pamphlets. Displaying signs. The clinic manager rang PSNI to come and speak to them as they were blocking the main entrance, which is a fire exit. Physically blocking all the staff from all the levels in the building coming in and out the door as well as service users. Clinic manager asked the PSNI to come and speak to her when they arrived at the clinic but they did not. All the service users today complained to staff about the protestors but none wanted to make formal complaints.	Apologies given to service users. PSNI were informed and asked to visit the clinic. Incident number CC2022112301358	PSNI came to clinic today Thursday to advise that they drove past yesterday and there was only 1 protestor at that time so the didn't come in as they were busy. I stood outside for a period of around 15 minutes to escort any service into the building.
W364858	24/11/2022	16 College Street	Violence/ Aggression/ Disruptive (NOT self harming) behaviour	Behaviour	Protesting outside clinic yesterday Thursday 24.11.2022. No security until 1230. G4S cited no staff available. Did not advise prior.	Several phone calls to G4S and different staff to try and organise. PSNI contacted as there was arguing outside the building between protestors and a man who was trying to park outside the building as a disabled driver. The protestors would not move to let him park. I feel Governance should look at the building CCTV to see what happened. Several service users trying to enter and exit the building while this was going on, some restricted by vehicle and protestors. Security trying to keep service users and staff safe. BSO staff trying to get in and out the building also for their breaks and exit restricted because of the protestors.	PSNI called as per above - spoke to protestors and took their names - protestors abusive to security staff also - PSNI came into reception after speaking to protestors and also spoke with driver of car. Apologies made to service users and staff supported by myself
W365364	28/11/2022	16 College Street	Violence/ Aggression/ Disruptive (NOT self harming) behaviour	Behaviour	Two antichoice protestors gathered at College Street Clinic. Handing out antichoice pamphlets. Monday is not their usual day to gather here, Thursday is their day, so we had no security guard present. We do not have a security guard anymore for the clinic as the previous one has left and has not been replaced. They both remained for a while then one left and the other stayed on until shortly after lunch.	Apologies given to service users.	Request for security on days other than a Thursday declined by management. No formal complaints from service users as yet.
W365665	30/11/2022	16 College Street	Violence/ Aggression/ Disruptive (NOT self harming) behaviour	Behaviour (Including Violence and Aggression)	Two to four antichoice protestors gathered at College Street clinic. (09.30am-3.30pm) Holding antichoice pamphlets and signs. Wednesday has not been their usual day to gather but it is becoming more of a regular occurrence. No security guard was present at this time.	Clinic was closed for staff training and Lillie system update, so no service users visited the clinic. An online incident form was still completed for the PSNI, on their request. Awaiting an incident number.	As stated above no service present today but still staff had to pass the protestors on entering and exiting the building
W365843	01/12/2022	16 College Street	Violence/ Aggression/ Disruptive (NOT self harming) behaviour	Behaviour	Eight to ten antichoice protestors gathered outside College Street clinic (10.00am-16.00) A mixture of men and women. The women harassing service users as they come in and out of the clinic. Soliciting antichoice pamphlets. Displaying images of abortion. The leading figure of precious life was live streaming from the entrance of the clinic.	Apologies given to service users. Service users are always informed of the possibility of protestors gathering here. Staff are always available to escort service users in and out of the clinic. Security guard was present. Online PSNI incident form has been completed. Awaiting on an incident number.	AS usual outside 16 College Street protestors gathered. Tried to make service users take their literature and on occasions putting directly into their bags. PSNI informed by online forum.

W366677	07/12/2022	16 College Street	Violence/ Aggression/ Disruptive (NOT self harming) behaviour	Behaviour	Protestors outside College Street clinic, verbally harassed a patient and blocked her entering the clinic.	PSNI contacted and patient spoke with them to lodge complaint.	I have no details of the patient - the person who raised the Datix did not advise- they have since left the Trust - however I have spoken to other staff who were on duty that day. They do recall an incident where PSNI were called at a patients request following verbal abuse from protesters. The PSNI did come and spoke to the woman - they staff feel that the incident was resolved.
W367722	14/12/2022	16 College Street	Violence/ Aggression/ Disruptive (NOT self harming) behaviour	Behaviour	Two to three antichoice protestors gathered outside College Street Clinic (10.00am-14.30pm Harassing service users, Asking intrusive and personal questions, as stated by the service users to staff. Soliciting antichoice pamphlets.	Apologies given to service users. Service users are always informed of the possibility of protestors being present on Thursdays...as this was Wednesday, not their usual day, all service users were not able to be informed in time. No security guard was present. PSNI informed by on line forum	Anti Choice protesting outside clinic - Some of the protestors tried to make service users take their leaflets
W367842	15/12/2022	16 College Street	Violence/ Aggression/ Disruptive (NOT self harming) behaviour	Behaviour	Two to five antichoice protestors gathered outside College Street (10.00am-16.00pm) Blocking the door way at times. A mixture of men and women. The women asking service users intrusive and personal questions, as reported to staff by service users. Soliciting antichoice pamphlets. Displaying antichoice and religious signs along the building.	Apologies given to service users. Service users are always informed of the possibility of protestors on Thursdays. Staff are always available to escort service users in and out of the clinic. Security Guard was present. PSNI have been informed via online forum. Awaiting an incident number.	No formal complaints from service users - this could change. Security very good at trying to avert any prolonged unwanted dialogue between service users and protestors. Protestors have a camera on this clip board.
W368381	19/12/2022	16 College Street	Violence/ Aggression/ Disruptive (NOT self harming) behaviour	Behaviour	Two to three antichoice protestors gathered outside College Street Clinic (09.30-14.15. Harassing service users. Asking intrusive and personal questions. Soliciting antichoice pamphlets. Monday is not their usual day to gather so service users wee unaware. There was no security guard present.	Apologies given to service users. PSNI informed via online forum. Awaiting on an incident number.	PSNI reference Number CC2022122000723 - No official complaints from service users at present - we have no security at present other than a Thursday - Service manager asked yesterday to liaise with Trust Legal team to define what is happening with Safe Access Zones legislation and Royal Assent
W368703	21/12/2022	16 College Street	Violence/ Aggression/ Disruptive (NOT self harming) behaviour	Behaviour	Two antichoice protestors gathered outside College Street Clinic. Harassing service users. Asking intrusive and personal questions. Also harassing employees from an entirely different department in the building. Soliciting antichoice pamphlets. Displaying religious signs at the entrance to the building.	Apologies given to service users. No security was present. Only contracted for Thursday. PSNI have been informed via online form. Incident number CC2022122300380	No official complaints from service users or staff at present. Apologies made to service users and staff re protesting outside clinic.
W368827	22/12/2022	16 College Street	Violence/ Aggression/ Disruptive (NOT self harming) behaviour	Behaviour	Six antichoice protestors gathered outside College Street Clinic (09.30-14.45) approx. A mixture of men and women. The women harassing service users. Asking intrusive and personal questions. Soliciting antichoice pamphlets. Displaying religious signs at the entrance and along the length of the building.	Apologies were given to service users. Staff are always available to escort service users in and out of the clinic. PSNI were informed via online form. Awaiting on an incident number.	No official complaints from service users or staff at this time. Regular occurrence for protesting to happen outside S&RH clinic in College Street. Usually a Thursday but now on other days as well.
W369640	29/12/2022	16 College Street	Violence/ Aggression/ Disruptive (NOT self harming) behaviour	Behaviour	Four antichoice protestors gathered outside College Street Clinic (09.30-3.45) Harassing service users. Soliciting antichoice pamphlets. Initial problems with security guard cover. Security guard left post as did not agree with abortion?	Apologies given to service users. Staff are always available to escort service users in and out of the clinic. Security guard present just before lunch time. PSNI contacted via online form. Awaiting on a incident number.	G4S Security aware of incident and will make sure this does not happen again. Re Protestors - usual that protesting happens outside clinic - more often than not now on other days as well as a Thursday.

W370468	04/01/2023	16 College Street	Violence/ Aggression/ Disruptive (NOT self harming) behaviour	Behaviour	Two antichoice protestors gathered outside College Street Clinic Wednesday 04.01.2023 - (09.30-1.30) approx. Harassing service users. Soliciting antichoice pamphlets. Displaying signs. No security guard was present as it was a Wednesday.	Apologies given to service users. Staff are always available to escort service users in and out of the clinic. PSNI have been contacted via online form. Awaiting an incident number.	Apologies provided by staff to Service Users. Staff reminded to advise all Service Users, not only those booked for EMA clinics that protesting happens outside College Street clinic on various days of the week and that we have a security guard on duty on a Thursday.
W371598	11/01/2023	16 College Street	Violence/ Aggression/ Disruptive (NOT self harming) behaviour	Behaviour	Two antichoice protestors gathered outside College Street Clinic (10.00-13.30) approx. Harassing service users and soliciting antichoice pamphlets. No security guard was present.	Apologies given to service users. Staff available to escort service users in and out of the clinic. PSNI have been informed via online form.	CC2023011200777 (PSNI reference number) - Apologies to Service Users and staff - All staff working in 16 College Street affected. Protestors stand immediately outside door to College Street and block access and exit of the building.
W371713	12/01/2023	16 College Street	Violence/ Aggression/ Disruptive (NOT self harming) behaviour	Behaviour	Five to seven antichoice protestors gathered outside College Street clinic (09.30-16.25) approx. Harassing service users as they come in and out of the clinic. Soliciting antichoice pamphlets. Displaying offence signs.	Apologies given to service users. Staff are always available to escort service users in and out of the building. Security guard was present. PSNI informed via online form. Awaiting on an incident number.	PSNI reference number CC2023011300309 Protesting usual outside 16 College Street - Mostly on Thurs but more frequently now on other days of the week - especially a Wednesday. We continue to support our staff and service users regarding this. Some protestors will actively try to engage service users to take receipt of their leaflets even if they do not wish to - one particular service user asked me to take her details but declined to make official complaint - I have these details in my diary. The woman told me that the protestor forced leaflets into her bag.
W372746	19/01/2023	16 College Street	Violence/ Aggression/ Disruptive (NOT self harming) behaviour	Behaviour	Five to seven antichoice protestors gathered outside College Street Clinic (09.30-16.30) approx. A mixture of men and women. The women harassing the service users as they came in and out of the building. Displaying images of fetus and soliciting antichoice pamphlets. The leading figure of Precious Life constantly standing at the entrance blocking the doorway, despite previous requests not to. Thursday is the day College Street have a security guard from 8am to 5pm. A security guard was not present in College Street until late afternoon.	Apologies given to service users. Some service users were escorted in and out of the building by staff. Service users are always informed of the possibility of protestors. PSNI have been informed via online form. Awaiting an incident number.	PSNI informed re incident by online forum. Usual to have protesting outside college Street Clinic. Staff were able to watch security cameras inside the clinic and go outside to support service users when entering and exiting the building as required.
W373336	23/01/2023	16 College Street	Violence/ Aggression/ Disruptive (NOT self harming) behaviour	Behaviour	Two antichoice protestors gathered outside College Street clinic (09.30-13.30) approx. Harassing service users. Soliciting antichoice pamphlets. No security guard was present.	Apologies given to service users. Staff available to escort service users in and out of the clinic. PSNI informed via online form. Awaiting an incident number.	This was a Tuesday and it not practice to have a security guard present. Staff are able to keep an eye on security cameras from inside the clinic. Staff also ask service users if they would like to make formal complaints re the protesting.
W373758	26/01/2023	16 College Street	Violence/ Aggression/ Disruptive (NOT self harming) behaviour	Behaviour	Five antichoice protestors gathered at College Street Clinic (09.30-15.45) A mixture of men and women. The women harassing the service users as they come in and out of the building. Soliciting antichoice pamphlets and displaying offence signs.	Apologies given to service users. Staff always available to escort services users in and out of the building. Security Guard was present. PSNI presence at the building all day. PSNI informed via online form. Awaiting on an incident number.	ASM had a f2f meeting with PSNI the day before this incident - hence why the PSNI were outside the clinic all day. Protesting most popular on a Thursday and this is usually the day when most protestors turn up.

W374713	01/02/2023	16 College Street	Violence/ Aggression/ Disruptive (NOT self harming) behaviour	Behaviour	Two to three antichoice protestors gathered at College Street Clinic (9.30-13.00) approx. Harassing service users as they came and out of the building. Soliciting antichoice pamphlets and displaying signs. One female protestor came through the main entrance, into the building, to get at a service user at one point. This service user shared with staff that she was very shocked and annoyed at being asked was she coming in to have an abortion and also at the fact that she was followed into the building by this protestor. Staff apologised to the service user and she was asked if she wanted to make a formal complaint but she declined. No security guard was present to assist service users at the main entrance.	Apologies given to all service users. Staff always available to escort service users in and out of the building. Complaints procedure was offered to one service user. PSNI have been informed via online form. Awaiting on an incident number.	Unusual that a protestor would come into the clinic. This was quite distressing for the person concerned. The protestor was asked to leave the clinic and did. The person concerned did not make a formal complaint. She was supported by staff.
W374865	02/02/2023	16 College Street	Violence/ Aggression/ Disruptive (NOT self harming) behaviour	Behaviour	Seven antichoice protestors gathered at College Street Clinic. (09.30-16.00)approx. A mixture of men and women. The women harassing service users as they come in and out of the building. Soliciting antichoice pamphlets. displaying religious and misleading signs. One service user shared with staff that she was verbally abused as she came into the building, stating that a female protestor called her a 'baby killer' Staff apologised to the service user and asked her if she wished to make a formal complaint. The service user declined this offer. A security guard was present.	Apologies given to all service users. Complaint procedure offered to service users who share bad experiences with the antichoice protestors. Staff are always available to escort service users in and out of the building. Security guard present. PSNI were informed via online form. Awaiting a incident number.	Unusual for verbal out burst from protestors but this day was pretty awful. comments like 'are you going in there to flush your baby down a toilet' 'are you going in there to kill your baby' were some of the comments told to staff. service users supported as much as possible - apologies made for the protestors behaviour.
W375926	09/02/2023	16 College Street	Violence/ Aggression/ Disruptive (NOT self harming) behaviour	Behaviour	Five to seven antichoice protestors gathered outside College Street clinic. (09.30-15.30) approx. A mixture of men and women. The women harassing service users as they come in and out of building. Soliciting antichoice pamphlets. Displaying religious and offence signs.	Apologies given to service users. Service users are always informed of the possibility of protestors at the clinic. Staff are always available to escort service users in and out of the clinic. Security guard was present. PSNI were informed via online form. Awaiting on an incident number.	Usual for service users to be harassed outside clinic in College Street. Everyone supported including staff. Staff asked to suggest to service users that they can be escorted outside.
W376784	13/02/2023	16 College Street	Violence/ Aggression/ Disruptive (NOT self harming) behaviour	Behaviour	Two antichoice protestors gathered at College Street Clinic. Harassing service users as they come in and out of the building. Soliciting anti choice pamphlets (13.02.2022).	Apologies given to service users. Staff are always available to escort service users in and out of the building. Service users are always informed of the possibility of protestors gathering at the building. A security was not present. PSNI contacted via online form. Awaiting an incident number.	To continue to support staff and service users from protesting outside the clinic. Protesting happens most days.
W376787	15/02/2023	16 College Street	Violence/ Aggression/ Disruptive (NOT self harming) behaviour	Behaviour	Three antichoice protestors gathered at College Street Clinic (09.30-13.15)approximately on 15.02.2023. They were harassing service users as they came in and out of the building. They were soliciting antichoice pamphlets and displaying religious information signs. They also stopped a woman outside the clinic on her exit and gave her information on how to reverse an abortion after taking Mifepristone. The Sister of the clinic went outside and interrupted this conversation by asking the woman to continue walking with her further down the street towards Queen Street - she gave the Sister the leaflet they had given her and said she didn't want it. The protestor then shouted verbal abuse at the Sister. PSNI Officers also came into the clinic in the morning (around 10) to ask about SAZ - the Sister advised that should speak with the ASM re same.	Apologies given to service users. Staff are always available to escort service users in and out of the building. Service users are always informed of the possibility of protestors gathering at the building. Security guard was not present. PSNI have been informed via online form. Awaiting on an incident number.	Outcome is to continue to support staff and service users in the event of protesting outside the clinic. Service users are advised that can have support from staff to enter and exit the building if they desire.

W377764	22/02/2023	16 College Street	Violence/ Aggression/ Disruptive (NOT self harming) behaviour	Behaviour	Three to four antichoice protestors gathered at College Street Clinic (09.30-12.30) approx. Wednesday 22nd February 2023. Harassing service users as they come in and out of the building. Soliciting antichoice pamphlets. Displaying religious and offence images of fetus. The leading figure of Precious Life was asked by staff to stop blocking the entrance and to stand at the side of the doors, to which her reply was 'I'll stand where I like. Just you go back into your work' PSNI where contacted to come round to have a chat. Staff could only leave a voice mail at this time. No reply as yet.	Apologies given to service users. Service users are always informed of the possibility of protestors Staff are always available to escort service users in and out of the building. No security guard was present. PSNI were contacted on the day of the incident. PSNI have been informed via the online form. Awaiting an incident number.	Staff member quite shocked by verbal abuse from protestor. Apologies made to staff member and to service users. No contact from PSNI.
W377944	23/02/2023	16 College Street	Violence/ Aggression/ Disruptive (NOT self harming) behaviour	Behaviour	Six to ten antichoice protestors gathered at College street Clinic (09.30-16.00) approx. Thursday 23nd February 2023. A mixture of men and women. The women harassing the service users as they come in and out of the building. Soliciting antichoice and misleading information pamphlets. Displaying religious, very offence and misleading signs.	Apologies given to service users. Service users are always informed of the possibility of protestors at the building. Staff are always available to escort service users in and out of the building. Security guard was present. PSNI have been informed via the online form. Awaiting an incident number.	Usual behaviour of protestors outside the clinic. Staff are as usual vigilant to the protestors behaviour and escort service users into and out of the clinic as needs be.
W378846	01/03/2023	16 College Street	Violence/ Aggression/ Disruptive (NOT self harming) behaviour	Behaviour	Two antichoice protestors gathered at College Street Clinic (10.30-13.00) approx. Wednesday 1st March 2023. Harassing service users as they come in and out of the building. Displaying antichoice, signs. Security guard is not present on Wednesdays.	Apologies given to service users. Service users are always informed of the possibility of protestors gathering at the clinic. Staff are always available to escort service users in and out of the building. PSNI informed via online form. Awaiting an incident number.	As above - service users advised that there is a possibility of protesting outside the clinic. They are also advised that staff can escort into or out of the clinic as required.
W379053	02/03/2023	16 College Street	Violence/ Aggression/ Disruptive (NOT self harming) behaviour	Behaviour	Seven antichoice protestors gathered at College Street Clinic (09.30-16.00) Thursday 2nd March 2023. They were verbally harassing the service users as they come in out of the building. Soliciting antichoice information pamphlets, trying to put them into services users bags. Displaying religious, antichoice information signs along the building. Security guard was present.	Apologies given to service users. Service users are always informed of the possibility of protestors gathering at the building. Staff are always available to escort service users in and out of the building. Security guard was present. PSNI have been informed via the online form. Awaiting an incident number.	To continue to support staff and service users in relation to protesting outside the clinic. To contact 101 if required or requested by service users. To continue to advise re the likelihood of protesting outside the clinic.
W380086	09/03/2023	16 College Street	Violence/ Aggression/ Disruptive (NOT self harming) behaviour	Behaviour	Three to five antichoice protestors gathered at College Street clinic. (09.30-15.15) approx. Thursday 9th March 2023. Harassing our service users and staff as they come in and out of the building. Soliciting antichoice information pamphlets. Displaying religious, and antichoice signs along the building. Security guard was present.	Apologies given to service users. Service users are always informed of the possibility of protestors at the building. Staff are always available to escort our service users in and out of the building. Security Guard was present to also help escort service users in and out of the building. PSNI have been informed via online form. Awaiting an incident number.	Apologies made to Service Users as they entered the building. They continue to be advised re the likelihood of protester's outside the clinic.
W380680	13/03/2023	16 College Street	Violence/ Aggression/ Disruptive (NOT self harming) behaviour	Behaviour	Two antichoice protestors gathered at College Street Clinic. (10.10-13.00) approx. Monday 13th March 2023. Harassing service users as they come inn and out of the building. Soliciting antichoice pamphlets. No security guard was present.	Apologies given to service users. Service users are always informed of the possibility of protester's. Staff are always available to escort service users in and out of the building. PSNI were informed via the online form. Awaiting an incident number. Security guard was not present.	Protesting outside clinic as described. No PSNI called - apologies to service users.
W381033	15/03/2023	16 College Street	Violence/ Aggression/ Disruptive (NOT self harming) behaviour	Behaviour	Two antichoice protestors gathered at College Street Clinic. (10.20-12.00) approx. Wednesday 15th March 2023. Harassing service users as they come in and out of the building. Soliciting antichoice leaflets. Displaying antichoice signs along the building. No security guard was present.	Apologies given to service users. Service users are always informed of the possibility of protestors at the building. Staff are always available to escort service users in and out of the building. PSNI were informed via the online form. Awaiting an incident number.	Usually protesting outside clinic in College Street. No security on. No security until a Thursday. No specific complaints from service users.

W382891	20/03/2023	16 College Street	Violence/ Aggression/ Disruptive (NOT self harming) behaviour	Behaviour	Two antichoice protestors gathered at College Street Clinic. Tuesday 20th March 2023 (10.00am-12.20pm) approx. Harassing service users as they come in and out of the building. Soliciting antichoice leaflets. No security guard was present.	Apologies given to our service users. Staff are always available to escort service users in and out of the building. PSNI have been informed via online form. Awaiting an incident number.	Apologies made to service users as they entered clinic. Protesting frequent outside College Street clinic. We have a security guard on a Thursday only at present. Awaiting in SAZ being implemented.
W382895	21/03/2023	16 College Street	Violence/ Aggression/ Disruptive (NOT self harming) behaviour	Behaviour	Four antichoice protestors gathered at College Street Clinic. Tuesday 21st March 2023. (10.30am-12.00) approx. Harassing service users as they come in and out of the building. No security guard was present.	Apologies given to our service users. Staff are always available to escort our service users in and out of the building. PSNI have been informed via online form. Awaiting on an incident number.	Usual for protesting to happen outside College Street Clinic. Waiting on SAZ being implemented. Apologies to service users re protesting.
W382901	23/03/2023	16 College Street	Violence/ Aggression/ Disruptive (NOT self harming) behaviour	Behaviour	Six antichoice protestors gathered at college Street clinic. Thursday 23rd March 2023 (09.55-15.20)approx. Security guard was present.	Apologies given to our service users. Staff are always available to escort our service users in and out of the building. PSNI have been informed via online form. Awaiting on an incident number.	To continue to support service users at College Street clinic. To continue to make them aware that protesting is regular outside the clinic and that they can have an escort into or out of the building. They just need to ring ahead and we can meet them outside.
W383438	30/03/2023	16 College Street	Violence/ Aggression/ Disruptive (NOT self harming) behaviour	Behaviour	Seven antichoice protestors gathered at College Street Clinic. (Thursday 30th March 2023) 10.15am-3.30pm approx. A mixture of men and women. The women harassing the service users as they come in and out of the building. One service user reported to staff that as she came to the entrance two women protestors came together and stood shoulder to shoulder blocking the entrance, blocking her path way into the building. The service user did not want to make a formal complaint. Security was present.	Apologies given to service users. Service users are always informed of the possibility of protestors at the building. Staff are always available to escort service users in and out of the building. PSNI were informed using the online form. Awaiting an incident number.	Service user did not want to make a formal complaint re protesting. Security were present and did not intervene. Service user was supported by staff after entering the clinic.
W383999	03/04/2023	16 College Street	Violence/ Aggression/ Disruptive (NOT self harming) behaviour	Behaviour	Two antichoice protestors gathered at College Street Clinic. Monday 3rd April 2023 (10.15am-12.30pm) approx. Harassing service users as they come and out of the building. No security guard was present.	Apologies given to service users. Service users are always informed of the possibility of protestors at the building. Staff are always available to escort service users in and out of the building. PSNI have been informed via the online form. Awaiting on an incident number.	Waiting on implementation of SAZ. Protesting usual outside 16 College Street. We always advise service users re the possibility of protesting outside the clinic. They are offered an escort into and out of the building from a staff member and on a Thursday, a security guard.
W384377	05/04/2023	16 College Street	Violence/ Aggression/ Disruptive (NOT self harming) behaviour	Behaviour	Two antichoice protestors gathered outside College Street Clinic. Wednesday 5th April 2023 (10.30am-12.30pm) approx. Harassing service users as they come in and out of the building. No security guard was present.	Apologies given to service users. Service users are always informed of the possibility of protestors at the building. Staff are always available to escort service users in and out of the building. PSNI informed via the online form. Awaiting on an incident number.	Protesting is usual outside 16 college Street clinic. This affects service users and staff. Women using S&RH services are advised that they can ask for an escort into and out of the building - this will be a staff member mon-fri. On a Thursday we have security from G4S and they can also provide an escort.

W384577	06/04/2023	16 College Street	Violence/ Aggression/ Disruptive (NOT self harming) behaviour	Behaviour	Ten to thirteen antichoice protestors gathered outside College Street Clinic. Thursday 6th April 2023 (10.20-15.30). A mixture of men and women. The women harassing service users as they come in and out of the building. Service users reported to staff of feeling intimidated coming towards the building and coming in the front entrance. Intimidating body language and eye contact used against staff by the protestors. Verbal abuse from one male protestor to staff. Verbal abuse from one female protestor to staff. Soliciting antichoice, misleading and wrongful information pamphlets. PSNI were contacted to attend the clinic. No attendance was noted. Security guard was present.	Apologies given to service users. Service users attending today were contacted to inform them of the heavy presence of protestors and offered an escort service from staff. Staff along with the security guard escorted service users in and out of the building. PSNI were informed via online form. Awaiting an incident number.	This was a large number of protestors today. The numbers were quite intimidating to our staff and service users.
W385584	13/04/2023	16 College Street	Violence/ Aggression/ Disruptive (NOT self harming) behaviour	Behaviour	Six to ten antichoice protestors gathered at College Street Clinic. Thursday 13th April 2023 (10.10am-15.30pm) They were trying to stop and have service users take their printed leaflets. They were Displaying their signs against the building.	Apologies given to our service users. Staff are always available to escort our service users in and out of the building. PSNI were informed via the online form. Awaiting on an incident number.	Protesting against abortion is usually outside College Street Clinic. Waiting on SAZ to be implemented.
W389551	04/05/2023	16 College Street	Violence/ Aggression/ Disruptive (NOT self harming) behaviour	Behaviour	Ten antichoice protestors gathered at College Street Clinic. Thursday 4th May 2023. (10.30am-16.00pm)approx. The women harassing service users as they come in and out of the building, included Sister of clinic. Protestors were soliciting antichoice pamphlets. They were displaying termination of pregnancy posters. The PSNI were contacted. They arrived and spoke to the Clinic Manger and the female protestor in question. A security guard was present.	PSNI Contacted on the day. Also informed via the online form. Awaiting an incident number. Apologies given to service users. Service users are informed of the possibility of protestors at the building. Staff are always available to escort service users in and out of the building.	Protesting is usual outside College Street. That day was exceptionally worse than others. The protester's were verbally abusive to the Sister of the clinic and one other patient. The patient was very upset and found the situation very distressing. She did not want the PSNI contacted, however the sister of the clinic did speak to them in relation her verbal abuse.
W393692	01/06/2023	16 College Street	Violence/ Aggression/ Disruptive (NOT self harming) behaviour	Behaviour	Eight antichoice protestors gathered at College Street Clinic. 1st June 2023 (10.45-16.00) mixture of men and women. Some women were harassing our service users as they come in and out of the building. They were trying to get the women to take their anti abortion leaflets off them. They were displaying anti abortion images outside the clinic.	Apologies given to our service uses. Service users are informed that protestors are still here at the building. Staff are available to escort our service users in and out of the building. PSNI have been informed via the online form. Awaiting on an incident number.	We have no resolve to the presence of protestors outside the clinic. We have security on a Thursday which helps greatly as they will go outside the clinic and escort the woman into the building. They will also escort on the way out of the building.
W396222	15/06/2023	16 College Street	Violence/ Aggression/ Disruptive (NOT self harming) behaviour	Behaviour	Antichoice protestors gathered at College Street Clinic (10am-16.00pm) Thursday 15th June 2023. They were harassing service users as they went in and of the building. They tried to give them leaflets and put them into their hands or bags. They had posters of foetuses at the entrance to the building. Security guard was present.	Apologies given to our service users. Staff are always available to escort our service users in and out of the building. PSNI were informed via online form. Awaiting an incident number CC2023061600434.	PSNI informed - Apologies given to service users.
W397465	22/06/2023	16 College Street	Violence/ Aggression/ Disruptive (NOT self harming) behaviour	Behaviour	Antichoice protestors gathered at College Street Clinic. Thursday 22 June 2023. (10am-16.00) approx. They harassed our service users as they came in and out of the building. They tried to put leaflets into their hands. They called after them when leaving the building. They displayed anti choice signs and posters of terminated foetus's at the entrance and along the front of the building. One service user in particular was very visibly upset and needed a lot of time and comfort from staff.	Apologies given to our service users. Staff are always available to escort our service users in and out of the building. Security was present. PSNI have been informed using the online form. Incident number CC2023062300441.	Staff aware to continue support service users regardless of what treatment they are coming to College St for. Safe Access Zones hopefully established soon.

W398678	29/06/2023	16 College Street	Violence/ Aggression/ Disruptive (NOT self harming) behaviour	Behaviour	Protesters gathered at College Street Clinic. Thursday 29th June 2023 (10.30-15.15) approx. They were harassing service users as they come in and out of the building. They were trying to get them to take their anti abortion leaflets of them. City Centre Beat officers where called to come to the clinic to ask the protesters to move form blocking the entrance. They were asked to stand at the side of the main doors by the security guard. They ignored this request and spoke to him in an aggressive manner while communicating their objections.	Apologies given to our service users. Staff are always available to escort our service users in and out of the building. City Centre Beat Officers were contacted. PSNI were contacted via online form. Incident number CC2023063000358.	Sister not present at date of incident. PSNI contacted by staff No feedback from same report. This is not unusual. They don't normally attend unless a patient is complaining. This does not usually happen as they wish to remain anonymous.
W399913	06/07/2023	16 College Street	Violence/ Aggression/ Disruptive (NOT self harming) behaviour	Behaviour	Six antichoice protestors gathered at College Street Clinic. Thursday 6th July 2023 (10.30-16.10) approx. Harassing service users as they came in and out of the building. They tried to make them take their printed literature and also plated abortion imagery against the building.	Apologies given to our service users. Staff are always available to escortservice users in and out of the building. PSNI were informed via online form. Awaiting an incident number. Security guard was present.	Apologies made to service users and their friends/family. Awaiting full implementation of SAZ.
W402245	20/07/2023	16 College Street	Violence/ Aggression/ Disruptive (NOT self harming) behaviour	Behaviour	Five to seven antichoice protestors gathered at college street clinic. Thursday 20th July (11. 00-15. 30) approx. A mixture of men and women. They were trying to make the service users take their literature and put anti abortion signs and aborted imagery at the entrance and along the front of the building.	Apologies given to our service users. Staff are always available to escort our service uses in and out of the building. PSNI were informed via online form. Awaiting an incident number. Security guard was present.	PSNI contact via online form - Private security present - this is no deterrent, however helpful if women need escorted into or out of the building.
W403323	27/07/2023	16 College Street	Violence/ Aggression/ Disruptive (NOT self harming) behaviour	Behaviour	Up to 11 antichoice protestors gathered at College Street Clinic. Thursday 28th July 2023 (10.30-15.30) approx. They were harassing our service users coming in and out of the building in the form trying to give them anit abortion leaflets. Soliciting antichoice and misleading pamphlets. They displayed anti abortion signs at the entrance and along the building. A pro choice counter protest was also gathered at the building.	Apologies given to our service users. Staff are always available to escort our service users in and out of the building. Security guard was present. PSNI have been informed via the online form. Awaiting an incident number.	To continue to support staff and service users coming into and going out of the building.
W406421	15/08/2023	16 College Street	Violence/ Aggression/ Disruptive (NOT self harming) behaviour	Behaviour	Five to six antichoice protestors gathered at College Street clinic. Tuesday 15th August 2023. (10.30am-15.45pm)approx. They were harassing our service users as they came in and out of the building. They were trying to hand out leaflets to service users. They had anti abortion signs and images fetus at the front entrance and along the building. A security guard was not present today.	Apologies given to our service users. Staff are always available to escort our service users in and out of the building. PSNI have been informed via the online form. incident number CC2023081600367.	To continue to use security on a Thursday to deter any interaction between protestors and service users. To always offer a chaperone into and out of the building when protestors present.
W407746	23/08/2023	16 College Street	Violence/ Aggression/ Disruptive (NOT self harming) behaviour	Behaviour	Five antichoice protestors gathered at College Street clinic. Wednesday 23rd August 2023 (11.00am-15.05pm. Harassing our service users as they come in and out of the building. Trying to hand out leaflets re anti abortion. Displaying anti abortion signs at the front entrance and along the front of the building. Security guard was not present on this day.	Apologies given to our service users. Staff are always available to escort our service users in and out of the building. PSNI have been informed via the online form. incident number CC2023082400466.	Service users apologies to re the protestors and advised they can make a complaint to the PSNI if they wish.
W408682	30/08/2023	16 College Street	Violence/ Aggression/ Disruptive (NOT self harming) behaviour	Behaviour	Five antichoice protestors gathered at College Street Clinic. Wednesday 30th August 2023. (11.00am-14.30pm)approx. Harassing our service users as they come and out of the building. Trying to hand out leaflets re anti abortion. Displaying anti abortion images at the front entrance and along the front of the building. Security guard was not present.	Apologies given to our service users. Staff are always available to escort our service users in and out of the building. PSNI have been informed via the online form. Incident number CC2023083100247.	Apologies to patients e protestors. No complaints as yet from yesterday. PSNI informed via online form.

W412466	21/09/2023	16 College Street	Violence/ Aggression/ Disruptive (NOT self harming) behaviour	Behaviour	Patient assaulted by a protestor outside 16 College Street. Assaulted by grabbing of her arm as tried to enter the clinic with her husband and child.	Patient assisted into clinic - psni called - they attended and were very supportive to patient - crime ref number 543. Patient declined to proceed with complaint.	As above - PSNI called and attended quite quickly - crime ref number 543. Woman was in clinic when they arrived and they waiting for her. They spoke at length about what happened and how she could proceed if she wanted to make official complaint. The woman declined. Her husband was very supportive of her. They left the clinic with the police as escort and the protester's still persisted to try and talk to her as she left.
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