

PENN SURGERY has a Zero Tolerance Policy towards aggressive behaviour.

Shouting, swearing or being abusive will not be tolerated
under **ANY** circumstances

Patients who display any of the following behaviour could be asked to leave the premises and could be removed from our patient list.

- Using bad language or swearing
- Acting in a physically aggressive or intimidating way
- Verbal abuse towards the staff in any form including insulting the staff
- Racial abuse and sexual harassment
- Abuse related to a person's religion, sexuality, gender, age or disability
- Any physical violence
- Persistent or unrealistic demands that causes stress to staff
- Causing damage or stealing from the Practice's premises, staff or patients
- Obtaining drugs and/or medical services fraudulently
- Any other episode in which an employee is abused, threatened or assaulted in circumstances relating to their work



**We are here to help and aim to be as polite as possible,
even during difficult times.**