

WILLOW GREEN SURGERY

CHAPERONE POLICY

Willow Green Surgery is committed to providing a safe, comfortable environment where patients and staff can be confident that best practice is being followed at all times.

All patients are entitled to have a chaperone present for any consultation, examination or procedure where they feel one is required. The chaperone may be a family member or friend. On occasions you may prefer a formal chaperone to be present i.e. a trained member of staff.

Wherever possible we would ask you to make this request at time of booking your appointment so that arrangements can be made and your appointment is not delayed in any way. Where this is not possible we will endeavour to provide a formal chaperone at the time of request, however occasionally it may be necessary to reschedule your appointment.

Your doctor/nurse may also require a chaperone to be present for certain consultations.

If you would like to see a copy of our Chaperone Policy or have any questions or comments regarding this please ask to speak to the Practice Manager.

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Willow Green Surgery is committed to providing a safe, comfortable environment where patients and staff can be confident that best practice is being followed at all times.

Our chaperone policy is clearly advertised on notice boards +++.

Patients are encouraged to ask for a chaperone if required at time of booking appointment wherever possible.

All staff are aware of and have received appropriate information in relation to this chaperone policy.

All formal chaperones understand their role and responsibilities and are competent to perform that role. A chaperone provides support and protection for both parties.

Confidentiality

- The chaperone should only be present for the examination itself, and most discussion with the patient should take place while the chaperone is not present.
- Patients should be reassured that all practice staff understand their responsibility not to divulge confidential information.

Checklist for consultations involving intimate examinations

- Establish there is a genuine need for an intimate examination and discuss this with the patient.
- Explain to the patient why an examination is necessary and give the patient an opportunity to ask questions.
- Offer a chaperone or invite the patient to have a family member/friend present. If the patient does not want a chaperone, record that the offer was made and declined, in the patient's records.
- Obtain the patient's consent before the examination and be prepared to discontinue the examination at any stage at the patient's request.
- Record that permission has been obtained in the patient's records.
- Once chaperone has entered room, give patient privacy to undress and dress. Use curtains where possible to maintain dignity.
- Explain what you are doing at each stage of the examination, the outcome when it is complete and what you propose to do next. Keep discussion relevant and avoid personal comments.
- If a chaperone has been present record that fact and the identity of the chaperone in the patient's records.
- Record any other relevant issue or concerns immediately following the consultation.

- The chaperone will normally attend inside the curtain at the head of the examination couch and watch the procedure.
- The chaperone should make a note in the patient's notes after the examination. The record will state that there were no problems, or give details of any concerns or incidents that occurred.
- If the chaperone has any concerns or issues they should be discussed with the Practice Manager.

Policy agreed - May 2006

Review due - July 2010