

# THE UPPER EDEN MEDICAL PRACTICE

## Chaperone Policy – For Patients

### Introduction

This policy is designed to protect both patients and staff from abuse or allegations of abuse and to assist patients to make an informed choice about their examinations and consultations.

The Upper Eden Medical Practice is committed to providing a safe and comfortable environment and strives to achieve good practice at all times.

All patients are entitled to have a chaperone present during any consultation, examination or procedure. Clinicians at this practice will advise patients that a chaperone is necessary during any intimate examination; this is to safeguard both the clinician and you, the patient.

Where a chaperone is not available, the clinician will ask you to make another appointment and request the presence of a chaperone at the time of booking.

We only use clinical staff as chaperones as they have had the appropriate training and have knowledge of the examination or procedure you may be undergoing.

Family and friends are not permitted to act as chaperones as they do not have the knowledge required, nor do they have the necessary training.

### Guidelines

Clinicians (male and female) will consider whether an intimate or personal examination is justified, or whether the nature of the consultation poses a risk of misunderstanding.

- The clinician will provide a clear explanation of what the examination will involve and will always adopt a professional and considerate manner
- The clinician will ensure that you are provided with adequate privacy to undress and dress

### Confidentiality

- Patients should be reassured that all practice staff understand their responsibility not to divulge confidential information and all staff sign a confidentiality agreement at their induction which continues in perpetuity.

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- The chaperone will only be present for the examination itself, and most of the discussion with you will take place while the chaperone is not present.

### Procedure

- The clinician will contact reception to request a chaperone. Where no chaperone is available, a clinician may offer to delay the examination to a date when one will be available, as long as the delay would not have an adverse effect on your health.
- If a clinician wishes to conduct an examination with a chaperone present but you do not agree to this, the clinician must clearly explain why they want a chaperone to be present. The clinician may choose to consider referring you to a colleague who would be willing to examine you without a chaperone, as long as the delay would not have an adverse effect on your health.
- The clinician will record in your clinical notes that the chaperone is present, and identify the chaperone.
- The chaperone will enter the room discreetly and remain in the room until the clinician has finished the examination.
- The chaperone will attend inside the curtain/screened-off area at the head of the examination couch and observe the procedure.
- To prevent embarrassment, the chaperone will not enter into conversation with you or the GP unless requested to do so, or make any mention of the consultation afterwards.
- The chaperone will make a record in your clinical notes after examination. The record will state that there were no problems, or give details of any concerns or incidents that occurred. Rest assured, our chaperones are fully aware of the procedure to follow if they wish to raise concerns.
- You can refuse a chaperone, however if you do so, it will be recorded in your medical record for reference.

Should you wish to see the full chaperone policy or if you have any questions, please speak to the reception staff who will direct you to an appropriate member of the team.

A copy of this policy is also available on the practice website at:  
<https://www.upperedenmedicalpractice.co.uk/pages/Appointments>

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**IF YOU WOULD LIKE A CHAPERONE  
PRESENT DURING YOUR CONSULTATION,  
PLEASE ADVISE THE RECEPTIONIST WHEN  
BOOKING YOUR APPOINTMENT OR  
WHEN CHECKING IN.**

**THANK YOU**