

Woolpack House
The Stonebow
YORK
YO1 7NP

Tel: 01904 405487
Fax: 01904 633881

Jorvik Gillygate Practice

www.jorvikgillygatepractice.co.uk

South Bank Medical Centre
175 Bishopthorpe Road
YORK
YO23 1PD

Telephone: 01904 405487
Fax: 01904 672938

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| Policy Title | Chaperone (including Procedure & Guidance) |
| Version | 5 |
| CQC Key Question | Safe Caring Responsive |
| Originator / Author | Dr Vanessa Barrett – GP Partner Lead |
| Ratified By | Dr Vanessa Barrett – GP Partner Lead |
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| Target Audience | All Partners and Practice staff |

CHAPERONE POLICY

1. INTRODUCTION

- 1.1 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.
- 1.2 Jorvik Gillygate Practice is committed to providing a safe, comfortable environment where patients and staff can be confident that best practice is being followed at all times and the safety of everyone is of paramount importance.

2. GUIDELINES

- 2.1 Clinicians (male and female) should establish whether an intimate or personal examination of the patient (either male or female) is justified, or whether the nature of the consultation poses a risk of misunderstanding.
 - The clinician should give the patient a clear explanation of what the examination will involve, allowing the opportunity to ask questions.
 - Always adopt a professional and considerate manner - be careful with humour as a way of relaxing a nervous situation as it can easily be misinterpreted.
 - Always ensure that the patient is provided with adequate privacy to undress and dress.
 - Ensure that there are visible signs, clearly on display offering the chaperone service if required.
 - Patients are encouraged to ask for a chaperone at time of booking the appointment wherever possible.
- 2.2 Patients who request a chaperone should never be examined without a chaperone being present. If necessary, where a chaperone is not available, the consultation/examination should be rearranged for a mutually convenient time when a chaperone can be present.
- 2.3 There may be rare occasions when a chaperone is needed for a home visit. The following procedure should still be followed.

3. WHO CAN ACT AS A CHAPERONE?

- A variety of people can act as a chaperone in the Practice. This will be a clinical staff member familiar with procedural aspects of personal examination. Where suitable clinical staff members are not available the examination should be deferred or invite the patient to have a family member/friend present.

4. 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.

5. PROCEDURE

- The clinician will contact nurse team to request a chaperone.
- The clinician will record in the notes that the chaperone is present, and identify the chaperone.
- Where no chaperone is available the examination will not take place – the patient should not normally be permitted to dispense with the chaperone once a desire to have one present has been expressed.
- The chaperone will enter the room discreetly and remain in room until the clinician has finished the examination.
- The chaperone will normally attend inside the curtain at the head of the examination couch and watch the procedure.
- To prevent embarrassment, the chaperone should not enter into conversation with the patient or GP unless requested to do so, or make any mention of the consultation afterwards.
- The chaperone will make a record in the patient's notes after examination. The record will state that there were no problems, or give details of any concerns or incidents that occurred.
- The patient can refuse a chaperone, and if so this **must** be recorded in the patient's medical record.

Reviewed by Vanessa Barrett 15.02.19

Having a Chaperone During your Appointment

The Practice is committed to providing a safe and comfortable environment for all patients.

All patients are entitled to have a chaperone present for any consultation, examination or procedure where they feel one is required. This 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 the time of booking 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 healthcare professional may also require a chaperone to be present for certain consultations in accordance with our chaperone policy, which is available on request.