Penistone Group Practice’s Online and Social Media Policy for Patients

The aim of the Facebook page is provide health and wellbeing information to our patients and keep you up to date with what’s going on at the practice.

In order to keep yourself & your relative’s personal information safe, please do not use this page for medical queries. It is important that we protect your personal health information and maintain confidentiality.

The page is not monitored 24 hours a day.

Unfortunately we do not have the resources to respond to any comments posted.

Thank you for all the positive feedback so far. We welcome positivity, which ultimately will help everyone.

However if you do have an issue you would like to talk to us about please use our website page: https://penistonegrouppractice.co.uk/suggestions--complaints

We operate a Zero Tolerance Policy and any form of abuse will not be tolerated on this platform and will be dealt with accordingly.

Anyone using this platform inappropriately will be blocked and banned.

Thank you, from the team at PGP

(For a more detailed policy please see below)

Contributions to Penistone Group Practice’s Social Media and online content are moderated.

These rules and guidelines are there to protect you and Penistone Group Practice. Please be aware that posts that are deemed to break the rules will be removed by moderators and that abusive behaviour will not be tolerated.

Personal Information

Please be mindful of any personal information you are sharing.

Do not share medical or other personal information about yourself or a relative.

Any posts including telephone or contact details will be removed.

Health Advice, Medical Products and Commercial Activity

Asking for and giving specific medical or Health advice is not permitted.

Any comments relating to an individual care that a patient has received will be removed.

Comments deemed to be advertising a product or service will be removed.

Civility and Decency

Please be civil and respectful in your posts.

Do not overuse capital letters – on the internet this is regarded as "shouting" and many people find it offensive.

Comments that are unlawful, harassing, abusive, threatening, obscene, sexually suggestive, racist, homophobic or sexist, or that incite hatred of any group or individual are not permitted.

While honestly held opinions are allowed please remain courteous and be aware of the effect of social media posting on others.

Complaints and concerns should be raised through proper channels not Social Media. <https://penistonegrouppractice.co.uk/suggestions--complaints>

The law allows you to post comments containing your honestly held opinion, provided you identify the facts on which you are expressing your opinion. Posting untrue statements is against the law if they cause serious harm to a person's reputation or are likely to do so.

Please be aware that the Practice already operates a “Violent Patient Policy” which also applies to online behaviour;

The NHS operate a zero tolerance policy with regard to violence and abuse and the practice has the right to remove violent patients from the list with immediate effect in order to safeguard practice staff, patients and other persons. Violence in this context includes actual or threatened physical violence or verbal abuse which leads to fear for a person’s safety. In this situation we will notify the patient in writing of their removal from the list and record in the patient’s medical records the fact of the removal and the circumstances leading to it.