

Social Media Patient Policy

There are many social media platforms that are widely used by both staff and patients: these include, but are not limited to, Facebook, Google, Twitter, Instagram, YouTube and LinkedIn. At Southgate Medical Group, we have a webpage, (southgatemedicalgroup.co.uk) which provides a range of useful information for our patient population.

Southgate Medical Group has a duty to maintain patient confidentiality and to safeguard vulnerable patients. You can help us achieve this by adhering to the code of conduct outlined in this policy.

Patients at Southgate Medical Group are expected to adhere to the following code of conduct at all times:

1. The practice requires all users of portable devices to use them in a courteous and considerate manner, respecting their fellow patients. Portable devices are not to be used during consultations.
2. Patients are not permitted to disclose any patient-identifiable information about other patients, unless they have the express consent of that patient.
3. Patients must not post any material that is inaccurate, fraudulent, harassing, embarrassing, obscene, defamatory or unlawful. Any such posts viewed on social media and notified to the Practice Manager will be reported.
4. Patients are not permitted to take photographs/ or video in the waiting room or areas where other patients are present, nor are photographs or video of staff permitted.
5. Patients must not post comments on social media that identify staff who work at the practice.
6. Patients are able to use www.nhs.uk and search 'Southgate Medical Group' should they wish to leave a review about Southgate Medical Group. This will enable the Practice Manager to respond appropriately.
7. Defamatory comments about our team are not to be shared on any social media platform. Legal advice will be sought and the appropriate action taken against any patient who posts defamatory comments.

Patient complaints on social media

We have a separate complaints policy which patients are to use should they wish to make a complaint. We will only respond to complaints made to the practice in accordance with the practice policy. Complaints made on social media will not be responded to.