

## **PARTNERS**

Dr SARAH MACKENZIE  
MB BS DRCOG MRCGP

Dr PENNY OSBORNE  
MB BS BSc DRCOG MRCGP

Dr IAIN MARSHALL

MBChB MRCGP PhD

Dr HELEN ANDREWES

MB BS MRCGP DRCOG MA

Dr AISLING MARTIN

BSc(Hons) MBChB DRCOG  
MRCGP

## **THE GREYSWOOD PRACTICE**

“Compassionate healthcare for our patients”

66 Eastwood Street

London

SW16 6PX

Tel 020 8769 0845

Fax 020 8696 5569

www.greyswood.org.uk

### **Practice Managers**

Emma Cruickshank (Practice Manager)

Maggie Thompson (Reception Manager)

Emily Thompson (Operations Manager)

### **Practice Nurses**

Ms Geraldine Larkinson RGN Mrs Norma Young RGN

Ms Rachel Bickley RGN Ms Beckie Warwick RGN

## **SALARIED GP**

Dr EMMA METTERS

BM DRCOG MRCGP DFSRH PGdipMS

Dr SIAN MORRIS

MB BS MRCGP DRCOG DFSRH

Dr MAYA OPPENHEIMER

BSc MB BS MRCGP

Dr LUCY SNEDDON

MBChB MRCGP

## **Social Media Patient Policy**

There are many social media platforms that are widely used by both staff and patients; these include Facebook, Twitter, Instagram, YouTube and LinkedIn.

Greyswood Practice 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 Greyswood Practice 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.
4. Patients are not permitted to take photographs in the waiting room or areas where other patients are present, nor are photographs of staff permitted.
5. Patients must not post comments on social media that identify staff who work at the practice.
6. Patients are to use NHS Choices should they wish to leave a review about Greyswood Practice. 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**

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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

This policy will be reviewed on 1/03/2020

Emma Cruickshank  
Practice Manager