



Westlands Medical Centre

Chaperones

Practice Policy

Owner:	Debbie Langley
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INTRODUCTION

Westlands Medical Centre 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.

AIM

This document aims to explain the capacity, role and how to access chaperones, and who can be a chaperone in patient encounters with clinical staff.

ENTITLEMENT TO CHAPERONES

All patients are entitled to have a chaperone present for any consultation, examination or procedure where they feel one is required. The chaperone may be a family member or friend. On occasion they may feel that they would prefer a formal chaperone to be present who will be a trained member of the practice staff.

BOOKING CHAPERONES

Wherever possible, patients should make a request for a chaperone at the time of booking the appointment and it is to be recorded on the appointment booking. This will ensure the minimum of delays to patients' appointments. Where this is not possible, the practice should endeavour to provide a trained member of the practice staff at the time of request. Where this is not practicable it may be necessary to reschedule the appointment.

CHAPERONES REQUESTS FROM CLINICAL STAFF

Medical and/or Nursing Staff may also require a chaperone to be present for invasive procedures or intimate examinations. These chaperones may either be a family member or a friend. Where none is available, trained member of the practice staff will act as chaperone.

USE OF CHAPERONES

The process below should be followed for consultations that may involve the need for a chaperone:

- a. Explain to the patient why an examination is necessary and give the patient the opportunity to ask questions.
- b. Offer a chaperone or invite the patient to have a family member/friend present. If the patient does not want a chaperone, record that the offer was made and declined in the patients notes.
- c. Once the chaperone has entered the room, give the patient privacy to undress and dress. Use a screen where possible to maintain dignity.
- d. If a chaperone has been present the chaperone should record this in the patient's notes along the relevant read code and the identity of the chaperone.
- e. Should the clinician leave the room, the chaperone should also leave the room at the same time, returning with the clinician.

PATIENT INFORMATION

The chaperone policy is to be displayed in all waiting areas, consulting and treatment room and on the practice website.

REVIEW

This document to be reviewed 3 yearly or on any substantive change in the law.

Debbie Langley
Governance Officer
Westlands Medical Centre