

**Weobley & Staunton on Wye Surgeries**

# **SOCIAL MEDIA PATIENT POLICY**

## **INTRODUCTION**

There are many social media platforms that are widely used by both staff and patients. These include Facebook, Twitter, Instagram, YouTube and LinkedIn. At Weobley & Staunton on Wye Surgeries we have Facebook page, which provides a range of useful information for our patient population.

Weobley & Staunton on Wye Surgeries has a duty to maintain patient confidentiality and to safeguard vulnerable patients. You can help us to achieve this by adhering to the Code of Conduct outlined in this policy.

## **PRACTICE POLICY**

Patients are expected to adhere to the following Code of Conduct at all times:

- 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.
- Patients are not permitted to disclose any patient-identifiable information about other patients, unless they have the express consent of that patient.
- Patients must not post any material that is inaccurate, fraudulent, harassing, embarrassing, obscene, defamatory or unlawful. Any such posts on the Practice Facebook page will be deleted by the Practice Manager/Assistant Practice Manager and the post reported. Any posts on any other relevant Facebook pages will be reported.
- Patients are not permitted to take photographs in the waiting room or areas where other patients are present, nor are photographs of staff permitted.
- Patients must not post comments on social media that identify staff who work at the Practice.
- Patients are to use NHS Choices should they wish to leave a review about the Practice. This will enable the Practice Manager to respond appropriately.
- 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 Practice 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 Complaints Policy which is available on the Practice website or by request from a member of the Reception Team

## Confidentiality Notice

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### Document Revision and Approval History

<b>Version</b>	<b>Date</b>	<b>Version Created By:</b>	<b>Version Approved By:</b>	<b>Comments</b>
1.0	01.05.19	Michele Petrie	Michele Petrie	
1.0	18.05.22	Suzi Cox	Suzi Cox	Reviewed no changes
1.0	20.07.22	Suzi Cox	Suzi Cox	Reviewed – No changes
1.0	30.07.23	Suzi Prince	Suzi Prince	Reviewed – No changes
1.0	13.03.24	Suzi Prince	Suzi Prince	Reviewed – No changes