

Heaton Mersey Medical Practice

Chaperone Policy

INTRODUCTION

This policy is designed to protect both patients and staff from abuse or allegations of abuse and to assist patients to make an informed choice about their examinations and consultations.

GUIDELINES

Clinicians (male and female) should consider whether an intimate or personal examination of the patient (either male or female) is justified, or whether the nature of the consultation poses a risk of misunderstanding.

- The clinician should give the patient a clear explanation of what the examination will involve.
- Always adopt a professional and considerate manner - be careful with humour as a way of relaxing a nervous situation as it can easily be misinterpreted.
- Always ensure that the patient is provided with adequate privacy to undress and dress.
- Ensure that a suitable sign is clearly on display in each consulting or treatment room offering the chaperone service if required.

This should remove the potential for misunderstanding. However, there will still be times when either the clinician, or the patient, feels uncomfortable, and it would be appropriate to consider using a chaperone. Patients who request a chaperone should never be examined without a chaperone being present. If necessary, where a chaperone is not available, the consultation / examination should be rearranged for a mutually convenient time when a chaperone can be present.

Complaints and claims have not been limited to male doctors with female patients - there are many examples of alleged homosexual assault by female and male doctors. Consideration should also be given to the possibility of a malicious accusation by a patient

There may be rare occasions when a chaperone is needed for a home visit. The following procedure should still be followed.

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WHO CAN ACT AS A CHAPERONE?

A variety of people can act as a chaperone in the practice. Where possible, it is strongly recommended that chaperones should be clinical staff familiar with procedural aspects of personal examination. Where suitable clinical staff members are not available a trained non-clinical member of staff may be used. If this is not appropriate, the examination should be deferred if possible.

Where the Practice determines that non-clinical staff will act in this capacity the patient must agree to the presence of a non-clinician in the examination and be at ease with this. The staff member should be given an overview of the procedural aspects of the personal examination, comfortable in acting in the role of chaperone and be confident in the scope and extent of their role. They will have received instruction on where to stand and what to watch.

CONFIDENTIALITY

- The chaperone should only be present for the examination itself, and most discussion with the patient should take place while the chaperone is not present.
- Patients should be reassured that all practice staff understand their responsibility not to divulge confidential information.

Click here to link to the latest GMC guidelines for intimate examinations:

http://www.gmc-uk.org/guidance/ethical_guidance/21168.asp

PROCEDURE

- The clinician will contact another clinician or a member of the Reception Team to request a chaperone.
- The clinician will record in the notes that the chaperone is present and identify the chaperone by their initials.
- Where no chaperone is available the examination will not take place – the patient should not normally be permitted to dispense with the chaperone once a desire to have one present has been expressed.
- The chaperone will enter the room discreetly and remain in room until the clinician has finished the examination.

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- The chaperone will normally attend inside the curtain at the head of the examination couch and watch the procedure but also look out for signs of discomfort from the patient.
- To prevent embarrassment, the chaperone should not enter conversation with the patient or GP unless requested to do so by the patient or make any mention of the consultation afterwards.
- **The chaperone will make a record in the patient's notes after examination.** The record will state that there were no problems or give details of any concerns or incidents that occurred.
- The patient can refuse a chaperone, and if so, this **must** be recorded in the patient's medical record.
- During an intimate examination it is strongly recommended that surgical gloves are worn. For the purposes of this policy, an intimate examination will be defined as invasive (eg it would be acceptable to undertake a breast examination without the use of gloves).
- Adult patients with learning difficulties or mental health problems who resist an intimate examination or procedure must be interpreted as refusing to give consent and the procedure should be abandoned and an assessment should be made of whether the patient can be considered competent or not. If the patient is competent, despite learning difficulties or mental health problems, the investigation cannot proceed. If the patient is deemed incompetent, the patient should be treated according to his or her best interests.