

# • MORGAN GLEN SURGERY •

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## **Morgan Glen Surgery Chaperone Policy**

This practice is committed to providing a safe and 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.

The following information is provided to help you make an informed decision about your consultation and examination.

### **What is a Chaperone?**

A chaperone is another person present during your examination. They are usually requested for intimate examinations such as of the breast, genitalia or rectum.

A chaperone is present to protect and support the patient, and can help provide comfort and reassurance to a patient. They are also present to safeguard the clinician against unfounded allegations.

A chaperone is required to be impartial and appropriately trained as an observer to your examination. They may be another clinician, health care assistant or a member of the administrative staff who has undergone appropriate training.

A relative or friend present for the examination is not a chaperone as they have not been trained as such, and are not impartial. We will however do our best to accommodate their presence if you request it, but a chaperone will still be offered.

### **When will a chaperone be offered?**

It is standard practice for your clinician to offer a chaperone for all intimate examinations. You do not have to have a chaperone present, and indeed it is not uncommon for a patient to decline such an offer.

If you have booked your routine smear test then your attendance at the appointment implies your consent to the examination although the procedure will still be discussed with you and your consent confirmed by the nurse. It is not routine for the nurse to offer a chaperone for smear tests but if you wish to request one please do so.

All patients are entitled to have a chaperone present for any other type of examination or procedure where they feel one is required. If possible, please request this when booking the appointment to allow us to plan for this. Occasionally it may be necessary to reschedule your appointment if a chaperone is not available as long as it would not be detrimental to your health.

We will try our best to accommodate your wishes if you feel strongly regarding the gender of the chaperone. The majority of our staff at the practice are female. If it will not harm your health to wait for a preferred chaperone we will arrange an alternative, mutually suitable, appointment for you.

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If a clinician wishes to conduct an examination with a chaperone present, but the patient does not agree to this, the clinician will clearly explain why they wish a chaperone to be present. The clinician may choose to refer the patient to a colleague who would be willing to do the examination without a chaperone, at an alternative time, as long as the delay would not have adverse consequences to the patient.

## **Procedure**

It will be documented in your medical record if you accept or decline the offer of a chaperone. If a chaperone is requested their name and role will be made clear to you, and be documented in your medical record.

The clinician will contact reception to request the presence of a chaperone.

The chaperone will be present in the room from the time of undressing to redressing and will be present, inside the screened off area/curtain to observe the examination.

A chaperone will not be present for the clinical consultation.

A chaperone will maintain patient confidentiality at all times.

The chaperone will make an entry in the patient record after the examination. This will either state that there were no problems, or give details of any concerns or incidents that occurred.

Your chaperone will be aware of the correct procedure to follow if any concerns are raised.