



# Chaperone Policy, Protocol and Procedure

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## Policy

South Street Surgery 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.

There are occasions where there is the potential for abuse of a person placed in a vulnerable position, and conversely false allegations to be made. This can have serious, long-term consequences for all those involved and may not come to light for many years.

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.

## Protocol

Doctors and nurses (both male and female) should consider whether an intimate or personal examination of the patient (both male and female) is justified, or whether the nature of the consultation poses a risk of misunderstanding. There may be a rare occasion when an independent witness to a consultation might be prudent.

If so, the doctor or nurse should explain the examination, procedure or consultation and the patient must be offered the choice to have a chaperone present in the room during the examination or consultation.

The patient should be given a choice as to who is going to be a chaperone. It may be embarrassing to the patient if a staff member is known to them, so a choice of alternative staff member may be necessary. If necessary another appointment can be made for the examination – in which case this decision should be recorded.

The patient can refuse a chaperone, and if so this **must** be recorded in the patient's medical record.

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

Any member of staff who does not wish to be a chaperone at the surgery or accompany a doctor or nurse on any, or a particular, home visit has a right to decline, without prejudice, and alternative arrangements will be made.

## Procedure

- GP or nurse will contact Reception to request a chaperone
- GP to record in notes that chaperone is present, and identify chaperone

- Chaperone to enter room discreetly and remain in room until GP has finished examination
- If necessary, or requested by patient, chaperone to attend inside the curtain at the head of the examination couch
- To prevent embarrassment, chaperone should not enter into conversation with the patient or GP unless requested or make any mention of consultation afterwards
- Chaperone to record in patient's notes after examination that there were no problems, or details of any concerns or incidents that occurred

### Recording in Patients' notes

Select patient

**Enter:** Chaperone (or type code 9NP1)

**Select:** Chaperone Present

**Enter free text** (e.g. Jane Bloggs, Chaperone, no problems)