

PHGH Doctors **Chaperone: Patient Leaflet**

A chaperone is a person who serves as a witness for both a patient and a clinician as a safeguard for both parties during a medical examination or procedure.

If you feel you would like a chaperone present at your consultation please either inform Reception or speak to the Doctor / Nurse who will be more than happy to arrange this for you.



We at PHGH Doctors are committed to developing a culture that promotes the privacy and dignity of all patients.

We are 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.

It is recognised how care is delivered can directly influence a person's self-image.

Some examinations and treatments, in particular where they involve intimate body parts and states of undress, can make patients feel vulnerable and distressed.

A chaperone may assist in supporting and reassuring a patient during an examination or procedure.

The healthcare professional may also require a chaperone to be present for certain consultations in accordance with the practice chaperones policy.

What to expect?

You can request a chaperone be present during any examination or procedure that you feel uncomfortable with. Expect the role of the chaperone to be clearly explained to you and the person introduced to you by the health care professional who is to undertake the examination or procedure.

Who can be a chaperone?

The practice will try to ensure your chaperone is a qualified nurse or health care assistant. In some circumstances a non-clinical member of staff may be asked to chaperone. All clinical and non-clinical staff have received chaperone training.

Arranging a chaperone

If you would like to arrange a chaperone in advance please inform the receptionist when you book your appointment so they can arrange for a nurse or health care assistant to be available. If during your consultation the clinician feels a chaperone is needed, they will attempt to arrange this, if possible during the consultation. In the unlikely event a chaperone cannot be arranged you may be asked to arrange another appointment.

What is the chaperones responsibility?

- Ensure that their conduct is sensitive and respectful of your privacy and dignity
- To reassure you if you are distressed or experiencing any discomfort and to communicate this, if appropriate, to the clinician
- Ensure that they can communicate with you a way that you can understand

Can a family member act as a chaperone?

Your family member cannot act as a formal chaperone. You can however request that a member of your family or a friend be present as an informal chaperone during the examination.

Can I refuse a chaperone?

You have the right to refuse a particular person as a chaperone; in this instance we will document the reasons for your refusal and an alternative chaperone will be arranged.

Confidentiality

All our staff and clinicians are trained to a high level on the laws and policies relating to data protection and confidentiality. Your chaperone will not disclose any information obtained during your examination or procedure. In all cases where the presence of a chaperone may intrude in a confidential clinician-patient discussion, their presence will be confined to the physical examination only. One-to-one communication with the clinician will continue once the chaperone has left.