

Chaperone Policy

Our commitment

The practice provides Chaperones for appointments, on request, to act as an impartial advocate for both the patient, and the clinician treating them.

What is a Chaperone?

A Chaperone is a person who is present in an appointment who is neither the clinician or the patient. Chaperones are there to give comfort and support to the patient as well as acting as a witness to any procedure undertaken.

Who can be a Chaperone?

A Chaperone can be a trained individual from the surgery's practice team, either clinical or non-clinical. All Chaperones have completed specific Chaperone training.

Clinicians will not usually ask a patient's family member or friend to act as a Chaperone; if the patient wishes to have someone from their support network present, they are welcome to do so.

It is possible that both a trained Chaperone and a person of the patient's choosing may be present for an appointment.

Who can request a Chaperone?

Most requests for Chaperones are by patients who would like an independent advocate to be present for their appointment, or part of their appointment. You can request a Chaperone either before (when booking) or during an appointment. Before certain types of examination take place, you will be informed that you can have a Chaperone present. *You will never be denied a Chaperone; if there is not one available - you will be offered another appointment at a time where a Chaperone can be present.*

Some requests for Chaperones are by clinicians, there can be multiple reasons for this, but it is important to remember that each clinician has the same right as the patient for a Chaperone to be present.

Can a patient refuse a Chaperone requested by a clinician?

Yes - but the clinician is not compelled to continue with the appointment.

The clinician may try to find another clinician who is willing to proceed without a Chaperone or they may offer you an alternative to a face-to-face appointment, if this is appropriate.

Patient confidentiality

If a patient chooses to be accompanied by someone from their support network, they should be aware that the individual accompanying them may hear or see things relating to their health that would not ordinarily have been shared with them. If this is a concern, the patient can inform the clinician that they would like their companion to leave at any time.

Practice-trained Chaperones will treat any information they hear, and examinations they see with the strictest confidence. Confidentiality forms a key part of their training, not only as a Chaperone, but also as an employee. Practice-trained Chaperones can only be dismissed from the room when the clinician is satisfied they are no longer required.