

Chaperone Policy

Our commitment

The practice will provide a Chaperone for appointments (on request), to act as an impartial advocate for both the patient and the clinician treating them.

The practice will also provide a Chaperone for any intimate examination for a patient under the age of 18.

What is a Chaperone?

A Chaperone is a member of the practice team, who has been trained to act as an impartial advocate for the patient and the clinical team. They are there to give comfort and support to the patient as well as acting as an impartial witness to any procedure undertaken.

Who can be a Chaperone?

Our Chaperones are comprised of trained members of the practice team, from either a clinical or non-clinical role. They have been subject to an Enhanced DBS check and complete periodic retraining to ensure they are up to date with the latest guidance.

We are not permitted to accept a patient's family member or friend as a Chaperone however, should a patient wish to have somebody from their personal support network present, they are welcome to do so. Both a chaperone and patient's chosen person can be present during an appointment.

Who can request a Chaperone?

Many requests for a Chaperone are made by patients who would like an independent advocate to be present for their appointment, or part of their appointment. Patients can request this at the time of booking their appointment or at any time throughout their appointment. *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.*

Clinicians will routinely offer a Chaperone before an intimate examination takes place.

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 an alternative clinician who would be willing to proceed without a Chaperone or, where this is not possible, they will offer 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.