

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 in 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 of 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 you examination or procedure.

In all cases where the presence of a chaperone may intrude in a confidential clinical-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.

Please do not hesitate to ask if you would like a chaperone to be present.

**Bow Medical Practice
(Branch surgery at North Tawton)**



Chaperones

Did you know that you can ask for a chaperone to be present during an examination?

**Bow Medical Practice
Iter Cross
Bow
Devon
EX17 6FB**

www.bowmedicalpractice.co.uk

Introduction

The practice is committed to developing a culture that promotes the privacy and dignity of all patients.

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

We appreciate that some examinations and treatments, in particular where they involve intimate body parts and states of undress, can make some 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 always try to ensure your chaperone is a qualified nurse or healthcare assistant.

There may be occasions when another clinical professional is not available, in these circumstances a non-clinical member of staff may be asked to chaperone. The non-clinical member selected will have received chaperone training.

The chaperone may assist the clinician in some circumstances, for example if you are having a minor operation or injection.

Arranging a chaperone

Some procedures will require that you automatically have a chaperone arranged. For example a vaginal examination with a male doctor.

If you would like to arrange a chaperone in advance please inform the receptionist when you book your appointment so that we can arrange for a nurse or healthcare 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.

No chaperones available?

In the unlikely event a chaperone cannot be arranged you may be asked to arrange another appointment.