

# Front Street Surgery

## Chaperone Information for Patients

### What is a chaperone

A chaperone is an impartial observer present during an intimate examination of a patient. They will usually be a health professional who is familiar with the procedures involved in the examination. The chaperone will usually be the same sex as the patient.

If you need to have an examination that may make you feel uncomfortable you may ask for a member of staff (who has been trained to be a chaperone) to be present for the examination in addition to the doctor or nurse.

This is usually for intimate examinations, but some patients may require a chaperone for other examinations. For example, vulnerable patients or those who have suffered abuse.

### Why use a chaperone

- To provide support, both emotional and sometimes physical to the patient.
- Their presence adds a layer of protection for both the doctor and the patient.
- They may assist the health professional in the examination; for example, the chaperone may assist with undressing/dressing patients as required.

### How do I request a chaperone

If you think you may need this service, please let reception know when you book so we can ensure a member of staff is available.

If a chaperone is not requested in advance, we will endeavour to arrange one at the time, however, it may be necessary to reschedule your appointment (within a reasonable timeframe) if a chaperone is unavailable at the time of your appointment.

### What will the chaperone do

- The chaperone will be present during your examination and will be positioned where they can see how the examination is being conducted.
- Their presence will be confined to the physical examination only. They will leave the room once the patient is dressed so the consultation can continue in private.
- Your chaperone will not disclose any information obtained during your examination or procedure.
- Your record will show that a chaperone was present during the examination and will document who they were.

### 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 staff have received chaperone training.

A family member cannot act as a formal chaperone, but you can 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.

### Further information

If you have any questions, please speak to the reception staff who will direct you to an appropriate member of the team.