

 Kingston GP Chambers <small>Kingston Training Hub Clinical Services Practice Support Services Kingston Education Centre</small>	Chaperone Policy		Reviewed	June 2023
			Revised	Yes
	Adopted	26/08/14	Next review	June 2025

Chaperone Policy

INTRODUCTION

This policy is designed to protect both patients and staff from abuse or allegations of abuse and to assist patients to make an informed choice about their examinations and consultations.

GUIDELINES

A sign should be clearly displayed in the reception or waiting room offering the chaperone service if required.

Where an intimate examination is clinically justified, the clinician should give the patient a clear explanation of what the examination will involve and offer a chaperone. It should not be left to the patient to request a chaperone. The offer of a chaperone (whether accepted or not) should be recorded in the notes of the consultation.

Patients who request a chaperone should never be examined without a chaperone being present. Where a chaperone is not available, the consultation / examination should be rearranged for a mutually convenient time when a chaperone can be present.

In some circumstances, the patient may decline the offer of a chaperone but the clinician may decide that, for their own safety, a chaperone should be present during the examination. Where this is the case, the clinician should explain to the patient that they consider it necessary for a chaperone to be present; where the patient does not consent to this, the examination should be deferred (e.g. until a clinician of the same gender as the patient is available to carry it out).

WHO CAN ACT AS A CHAPERONE?

Any member of KGPC staff can act as a chaperone, provided they have completed chaperone training and have an up to date DBS certificate (see Staff Ongoing Suitability policy for DBS repeat check frequencies).

CONFIDENTIALITY

The chaperone should only be present for the examination itself, and most discussion with the patient should take place while the chaperone is not present.

Patients should be reassured that all practice staff understand their responsibility not to divulge confidential information.

PROCEDURE

- The clinician will offer the patient a chaperone (or explain to the patient that they require a chaperone in order to carry out the examination)
- Where declined, this will be recorded in the patient's notes
- Where accepted, this will be recorded in the patient's notes and the clinician will contact Reception to request a chaperone.
- Where no chaperone is available the examination will not take place – the patient should not normally be permitted to dispense with the chaperone once a desire to have one present has been expressed.
- The chaperone will enter the room discreetly and remain in room until the clinician has finished the examination.
- The chaperone will normally attend inside the curtain at the head of the examination couch and watch the procedure.
- To prevent embarrassment, the chaperone should not enter into conversation with the patient or GP unless requested to do so, or make any mention of the consultation afterwards.
- As part of the notes of the examination, the clinician will include the name of the chaperone.
- If there are no concerns regarding the procedure observed, the chaperone should make an entry in the patient's record indicating this.
- If the chaperone observed something potentially inappropriate, they should raise this with the KGPC safeguarding lead.
- The following Read Codes must be used to record the offer of a chaperone and the patient's response.

Chaperone offered	1104081000000107
Chaperone present	314231002
Chaperone refused	763380007
Nurse Chaperone	314380009
Chaperone not available	428929009