

# WORDEN MEDICAL CENTRE OPERATIONAL PROCEDURE - 85

## Chaperones

### Introduction

Worden Medical Centre Surgery is committed to providing a safe, comfortable environment where patients and staff can be confident that best practice is being followed at all times and the safety of everyone is of paramount importance.

There are occasions where there is the potential for abuse of a person placed in a vulnerable position, and conversely false allegations to be made. This can have serious, long-term consequences for all those involved and may not come to light for many years.

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.

#### 1.0 When should a chaperone be offered?

All clinicians, both GPs and nurses, male and female should consider whether an intimate or personal examination of the patient (either male or female) is justified, or whether the nature of the consultation poses a risk of misunderstanding. Risk, allegation and abuse are not specific to any gender, sexual disposition or clinical training.

If the examination is intimate (breast, rectum, genitalia) a chaperone should always be offered.

For all other areas, the GMC Maintaining Boundaries document, recommends that a chaperone should always be considered: proximity, touching, changes in lighting, undressing, as well as culture, patients deemed to be vulnerable or at risk, can all give rise to anxiety in certain patients. Therefore, it is reasonable, for simplicity that all patients should be offered a chaperone at all times.

#### 2.0 Conducting Examinations - Clinicians

- The clinician should give the patient a clear explanation of why an examination is necessary.
- The clinician should give the patient a clear explanation of what the examination will involve.
- If a door is to be locked, or curtain closed around the patient, explain why and ask for consent.
- The clinician should seek to gain consent for the examination.
- The patient should be offered a chaperone. The outcome of this offer should be Read Coded:

9NP0 – Chaperone Offered

or

9NP2 – Chaperone Refused

## 2.1 Requesting a chaperone

The following staff members are trained chaperones and are fully DBS checked:

All nursing staff

Admin Staff – Trained and DBS checked.

- Screen message or telephone one of the above chaperones and advise a chaperone is required. Tell the chaperone:
  - the patients name
  - what the examination is
  - whether the patient or GP is requesting a chaperone.

This gives the chaperone information to prepare for the examination.

## 3.0 Procedure for the examination

- Always knock when entering the consulting room.
- The clinician will introduce the chaperone.
- The chaperone should state/ask the following
  - I am here to provide re-assurance to both you and the doctor/nurse
  - Do you have any questions about why the examination is necessary
  - Do you have any questions about the nature of the examination
  - Are you happy for the examination to take place
- The chaperone should attend inside the curtain and position themselves as per the training given and as per the examination template
- It is not necessary for the chaperone to talk to the patient, but reassurance questions are good – eg: are you OK?
- If you feel the patient is uncomfortable or in distress, check this with the patient and ask the clinician to pause the examination.

### Following the examination

- Ask the patient if they require any help/assistance ' Is there anything else you need'
- Ask the clinician if there is anything else they need
- If both patient and clinician are happy, leave the room.

### Administration

- The chaperone should enter the following Read Code onto the patient's record:
  - 9NP1 – chaperone present.
- Record the following:
  - Chaperone name
  - State no problems or give details of any concerns or incidents.

Documents for further information:

- Chaperone Policy – Examination Positions
- Chaperone Policy – Patient Information Sheet

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