



Wallace House, 18 Kirkway, Broadstone, BH18 8EE

Tel: 01202 697307 - Option 1 for Appointments

- Option 2 for Secretaries

-Option 3 for Prescriptions

Email: harvey.practice@nhs.net

Magna House, 81 Merley Lane, Merley, BH21 3BB

Tel: 01202 841288 - Option 1 for Appointments

- Option 2 for Secretaries

Email: harvey.practice@nhs.net

Please note we are unable to take prescription requests over the telephone or deal with matters of a clinical nature.

Please visit our website

www.theharveypractice.co.uk

WELCOME TO THE HARVEY PRACTICE

Opening Times:

Monday	8:00am - 6.30pm	Broadstone	6.00pm Merley
Tuesday	8:00am - 6.30pm	Broadstone	6.00pm Merley
Wednesday	8:00am - 6.30pm	Broadstone	6.00pm Merley
Thursday	8:00am - 6.30pm	Broadstone	6.00pm Merley
Friday	8:00am - 6.30pm	Broadstone	6.00pm Merley

May we take this opportunity of welcoming you to our Practice. This Practice is a non-limited partnership. The intention of this booklet is to make you aware of the services provided by the Practice so that you may use them to your best advantage. It will also help us if you are familiar with our guidelines regarding repeat prescriptions.

Partners

Dr Beth Davies	Lond MB BS MRCGP
Dr Ajmal Hussain	Soton BM MRCGP DipDerm
Dr Ben Todd	BMedSci BMBS MRCGP
Dr Annelise Locke	BM MRCGP DFRSH DRCOG
Dr Christina Hawkins	BM MRCGP DFRSH
Dr Sarah Batchelor	BM MRCGP

Salaried GPs

Dr Sarah Maiden	BMedSci BMBS MRCGP
Dr Matthew Menhinick	BMedSci BMBS
Dr Nicola Hawes	MBBS BSc (Hons)
Dr Vanadhi Gopaldaswamy	MB BS 2004 Sri Ramachandra medical college and Research institute

Our Doctors' Clinical Interests

Dr Beth Davies	Women's Health (Broadstone)
Dr Ajmal Hussain	Dermatology (Merley)
Dr Ben Todd	Diabetes (Broadstone)
Dr Annelise Locke	Women's Health (Broadstone)
Dr Christina Hawkins	Sexual Health (Broadstone)
Dr Nicola Hawes	Obesity and Heart Failure (Broadstone)

Other Doctors

The Practice also employs Locums on short term contracts as the need arises. These doctors will always be fully qualified and accredited to work in General Practice. In addition, there are usually several longer term GP Registrars. They are fully qualified doctors who are gaining experience in General Practice prior to applying for a permanent position.

Practice Manager

Miss Fiona Pickering

Our Practice Manager is based at Broadstone and is responsible for Practice Administration and the efficient and smooth running of both surgeries. If you have any suggestions regarding the service provided, speak to Miss Pickering.

WHO ELSE MAKES UP THE PRACTICE TEAM AND WHAT DO THEY DO?

Operations Manager

Karen Cuddy is based at our Broadstone site and is responsible for the operating systems throughout the Practice. She is responsible for the day-to-day efficient running of the Practice and is responsible to the Practice Manager.

Nurse Practitioner

Our Nurse Practitioner, Andrea Romans, is clinically trained to prescribe. She deals with chronic diseases as well as many day-to-day ailments/conditions that require attention. She runs daily surgeries in the same way as the doctors and appointments are available through reception.

Practice Nurses—Supported by out Health Care Assistants

The Practice Nurses are primarily responsible for:
Baby immunisations, travel immunisations/advice, cervical smears, wound dressing, removal of sutures, routine injections, ECG tests, flu vaccinations, blood pressure checks, weight monitoring, asthma reviews.

Phlebotomy

In addition to the Practice Nurse team, the Practice employs three Phlebotomists who offer a service at both of our sites. We run sessions every week at each of the sites on an appointment only basis. There are appointments that are set aside especially for diabetic patients and for patients requiring INR testing for Warfarin. Please be aware, however, that the appointments available are strictly limited.

District Nurses

The District Nurses provide home nursing care for housebound patients such as the elderly, chronically ill patients or patients recovering from a recent operation. This Service is managed by Dorset Healthcare, not the Practice.

Receptionists/Secretaries/Administration

15 Receptionists 3 Secretaries 8 Administrators

Our Receptionists are here to help you. They have to cope with an extremely busy and demanding schedule. Please bear this in mind when using the service. They are not medically trained and should not be asked to give medical advice.

Please remember that they are working under the instructions of the Doctors.

Zero Tolerance Policy

Patients are advised that the Practice operates a zero tolerance policy with regard to violence and abuse. Should patients become violent or intolerably abusive to any member of staff or a member of the public on Practice premises, staff are instructed to ask the police to attend. After removal from the premises, patients will automatically be removed from the Practice patient list and will need to register elsewhere for their medical needs.

HOW DO I SEE A DOCTOR OR NURSE PRACTITIONER?

We run an appointment system at each surgery. Appointments can be made in person between 8.00am and 6.00pm or by telephone between 8am and 6.30pm Monday to Friday. Alternatively we also offer online appointments via our website. Please ask at reception for further details or see below. We offer appointments from 8.30am but individual doctors times may vary according to other commitments.

If your appointment request is not urgent, then it would assist us if you would please telephone after 10.00am. Your co-operation will be much appreciated.

Online Access

This can be used for booking your next routine appointment for some services or requesting your repeat prescriptions is available online. (to register for online access please visit the surgery with one form of photographic identification, either a passport or driving licence and your email address. Your security details will then be issued to you.) apply via the NHS app or online.

Over 16s can also have their own online access.

Children under 11 can access their records via their parent. Please note that there is no access for those children aged between 11 and 16 years, special circumstances will be reviewed on a case-by-case basis.

Self Service Check In

When attending for your appointment, please utilise our self service check in screen situated in reception. There are easy to follow instructions on the touch screen. The system alerts us of your arrival and allows you to bypass the reception desk.

Telephone Consultations

Should your requirements be suitable for such a consultation, you are able to book telephone consultations through reception for a pre-determined time and date with your doctor. You will be asked by reception to give your contact number. The clinician will telephone you as near as possible to the time you are given.

Telephone Triage

If your request for an appointment is urgent for 'today', a Doctor will telephone you to discuss your request so that you are dealt with appropriately. This is in an endeavour to use NHS resources as efficiently as possible and will result in quicker access for you to a healthcare professional in the event of an urgent need. Please be aware that the GP may request that you attend the Practice after this call.

Out of Hours Service

As this Practice usually uses a deputising or co-operative service for its out of hours commitment, patients may be required to attend the treatment centres at Poole General Hospital, Longfleet Road, Poole. Your telephone calls will be recorded. If you require a doctor in an emergency out of surgery hours, then please telephone **111**. Calls to the NHS 111 service are free from both landlines and mobiles (although pay-as-you-go mobiles must have at least 1p credit) .

If you have a life threatening medical emergency, please dial 999.

What if I Need The Doctor Urgently?

Between the hours of 8am and 6.30pm telephone Broadstone on 01202 697307 or Merley on 01202 841288 and you will be answered by a receptionist who will assist you. Outside of these hours, you should telephone the out of hours service on **111**.

Training

In addition to a GP registrar, senior medical students, nursing students and health visitor students are often attached to the Practice. They are always closely supervised and will be clearly identified as students. You have the right to decline to be treated in the presence of a student. Nevertheless, your co-operation in enhancing their medical training is greatly appreciated. The practice is committed to improving medical education at all levels.

Dr Davies, Dr Todd, Dr Hussain and Dr Hawkins are all approved GP Trainer for the Practice.

Practice Aims

The aim of the Practice is to provide the best possible general practice service to our patients. In order to achieve this we will:

- provide care at least in accordance with the Practice/Patient's Charter, and the National Patient's Charter;
- liaise with our patients, colleagues and other agencies;
- develop management systems which allow us to monitor the quality delivered and also to identify the health needs of the community;
- provide appropriate training to practice staff, both medical and clerical.

Practice History

The main Broadstone surgery moved to its present premises in 1978. At that time, the Practice consisted of five Partners but expanded to six Partners in 1985. The originating Partner of the Practice retired at the end of 1987. A branch surgery at Merley opened in 1972, initially in a converted bungalow, but extensive purpose-built premises opened in 1987. The Broadstone premises were completely renovated during the winter of 1994/1995 which coincided with the appointment of the third female partner, Dr Beth Davies.

Dr John Stephens joined in July 1995 and retired in October 2022.

Dr Penelope Hoey retired from the Practice in March 1997 and Dr Sue Lawrence joined the Practice in April 1997 and retired in July 2021. Dr Dudding retired in July 2007, followed by Dr Taylor in March 2008. Dr Ajmal Husain joined in April 2008. After 2 years as a salaried GP Dr Todd was welcomed to the Partnership in July 2016 and Dr Locke became a Partner in 2017. Dr Hawkins became a Partner in 2018 and Dr Batchelor in 2022. The partnership now consists of two male GP Partners and four female GP Partners.

Smoking

Smoking is not permitted on the Practice premises.

Dogs

No dogs, except guide dogs for the blind and partially sighted are permitted on Practice premises. Guide dogs are only allowed in reception and not in clinical rooms.

HOW DO I REGISTER WITH THE PRACTICE?

The Practice does not discriminate on the grounds of race, gender, social class, age, religion, sexual orientation, appearance, disability or medical conditions.

New patients will be invited to complete a registration form and a personal health questionnaire. If you would like to have a basic health screen and discuss any health worries please ask at reception.

Temporary Residents

Temporary residents are registered on a form provided at reception.

Private Patients

Patients who do not wish to be registered as an NHS patient may request to be a private patient by liaison with an individual doctor. It is, however, the Practice policy that all patients are treated equally and that an NHS patient will receive at least as good a service as private patients.

Foreign Visitors

Foreign visitors will be able to register temporarily by coming into the Practice and speaking with our receptionists.

Asylum Seekers

Asylum seekers can receive emergency treatment from a GP surgery for 14 days. After the 14 days they will need to register with the surgery.

How Do I Request A Home Visit?

Please remember that home visiting is very time consuming for the Doctor and we would be grateful if you could come to the surgery whenever possible. If a visit is necessary, it would greatly assist the Doctor if you would request this before 10am. Your own Doctor will endeavour to visit you whenever possible. The doctors have to complete their rounds by early afternoon, but are sometimes delayed by emergencies etc. Please inform the receptionist if you feel the visit is more urgent.

Can I Speak To My Doctor/Nurse On The Telephone?

The Doctor or nurse may not be able to speak to you during surgery unless your enquiry is urgent. Please book a telephone consultation.

Email

We are happy to communicate with our patients using the email address on the front cover of this publication. However, it is not a suitable means of communication for urgent matters and patients are advised to telephone in such circumstances.

REPEAT PRESCRIPTIONS

If your Doctor agrees, you may obtain repeat prescriptions without having to see your Doctor, by placing your repeat prescription form in the box provided in the lobby. Please ensure you have ticked your requirements.

Unfortunately, requests for repeat prescriptions cannot be taken over the telephone due to the risk of errors occurring and in addition, this may block the telephone for urgent calls. Requesting your repeat prescriptions is available online or via email to **prescriptions.theharveypractice@dorsetgp.nhs.uk** for Broadstone patients.

For Merley patients email: **merleyprescriptions@dorsetgp.nhs.uk** To register for online access please visit the surgery with one form of photographic identification, either a passport or driving licence and your email address. Your security details will then be issued to you.

Repeat prescriptions continued.....

Please allow 2 working days for preparation of your prescription. Prescriptions are sent electronically to your pharmacy. Your nominated pharmacy may need time to gather and issue your medication. Your assistance is appreciated.

If you receive regular repeat prescriptions, your Doctor will ask you to make an appointment from time to time to monitor your medication.

eConsults

eConsult is a form-based online consultation & triage platform that collects your medical or administrative request and sends it through to the Practice to triage and decide on the right care for you and everyone else. To send in an econsult use: <https://theharveypractice.webgp.com>. We aim to respond within 48 hours.

HOW DO I GET THE RESULTS OF ANY TESTS THAT I MAY HAVE HAD?

You may telephone the surgery for the results of tests, but please remember the following points:

1. Results will only be given to the specific patient to whom they apply. In the interest of confidentiality, please be prepared to identify yourself. Please do not telephone for results of friends or relatives without prior arrangement (written consent may be required);
2. The surgery tends to be at its quietest after 2pm and the receptionist will have more time to deal with your enquiry. Checking results is time consuming and requests at other times may result in you being asked to call back after 2pm;
3. You will need to know the specific test results that you require. Some tests take longer than others to process. If you have had several tests then the receptionist will not necessarily know whether all the results are back unless you can identify them;
4. Please do not expect the receptionist to have any medical knowledge. They are instructed only to tell you if the test is normal. If any test is abnormal, or you require further discussion or interpretation, please refer to your Doctor.

COPYING CORRESPONDENCE TO PATIENTS

You are entitled to ask for a copy of any correspondence that a doctor may have written about you. You should please request a copy of the correspondence the doctor has written from the secretaries, in writing or via email.

ARE YOU A CARER?

If you are a carer please let us know. Our Carers Lead will carry out an assessment for you and will signpost help and assistance that may be helpful to you. Help and Care, for example, is a registered charity which offers many services and facilities for carers. The Borough of Poole also has many initiatives to assist carers. Please let us know and we can put you in touch.

WHAT SERVICES DOES THE PRACTICE OFFER?

Translators

Please note that we can arrange for translators to be available for those patients who do not speak English. Please indicate at reception that this is required. We will be able to identify that you require and arrange for the translator to be available for your appointment. This will of course require notice.

Specialised Clinics

The following clinics are run, by appointment, at both surgeries unless otherwise indicated:

- **Asthma Clinic** - Arrange an appointment via the receptionist
- **Cervical Smear Clinics** - If you are aged between 25 and 65 then please arrange an appointment via the receptionist.
- **Childhood Immunisation Clinic** - You will normally receive written advice from the Child Health Department when routine immunisations are due. Please arrange an appointment via the receptionist.
- **Contraception Services** - By appointment with your GP or Nurse Practitioner. Please arrange with Receptionist.

- **Health Checks**—Patients between the ages of 40 and 75 will be invited by the Practice to have a Health check, this checks items such as blood pressure, cholesterol amongst other things.

Hearing Aid Batteries & Repair - Hearing aid batteries can be obtained from the receptionist during our normal opening hours.

For simple repairs please contact Wimborne Hospital on 01202 858200.

Menopause Clinic - For problems associated with the menopause or hormone replacement therapy please book an appointment with your Doctor or Nurse.

Minor Surgery Services - Your GP will refer you as necessary for this service. It is not bookable via our reception .

Travel Advice / Immunisation - By appointment with the nurse.

Viral Warts & Verrucae - The Practice does not consider liquid nitrogen to be effective treatment for viral warts and verrucae in general. Topical treatments which can be purchased from chemists are advised.

SICKNESS CERTIFICATES (FIT NOTE)

A fit note may be completed and signed by your doctor if you have had a continuous period of absence from work , eight days duration or longer. For absence up to three working days no certificate is required. Between three and seven days absence due to illness is covered by a self-certification form (SC1). Further requests can be made via eConsult.

WHAT TO DO IF SOMEONE DIES

If someone dies, call a Doctor. There is no need to move the patient. It is a legal requirement for a doctor to confirm that someone has died. If the doctor has recently seen the patient, a death certificate can normally be issued. The death will need to be registered at the registry office covering your area. In the case of an unexpected death, the doctor will need to notify the coroner who will then advise as to further arrangements. In the event of a bereavement, the Doctors and health visitors are able to offer any support you need.

FEES - WHEN DO I HAVE TO PAY?

The Partners offer a range of non-NHS services and the current recommended fee are charged. These include medicals/certificates for driving, insurance, travel etc, private certificates and medical reports. In order to avoid any embarrassment, please ensure that you ask reception staff about the fee prior to requesting any private service.

FACILITIES

Disabled Patients

- Broadstone surgery is on a reasonably level aspect with no stairs to be encountered. All medical care takes place on the ground floor. Access has been developed with the disabled in mind. A WC with fittings for disabled patients is provided. Automatic doors have been installed.
- Merley surgery is on a reasonably level aspect. All medical care takes place on the ground floor . A WC with fittings for disabled patients is provided. Automatic doors have been installed.

Baby changing - Facilities are available at both sites. Please ask at reception.

PREVENTATIVE HEALTH CARE PROGRAMME

Immunisations - We believe it is essential for all children to be fully protected from certain infectious diseases. An up-to-date schedule of the immunisation programme can be obtained from your health visitor (01202 646425)

Patients Aged 75+ - Those patients aged over 75 can request an annual check up. They should contact the surgery and ask reception for an appointment. They may be seen at home or in the surgery.

Women Ages 50-65 - Women aged 50-65 will be offered mammography (breast x-ray screening) three yearly at the local screening clinic.

All Adults - Research has demonstrated that `routine health screening` is of very limited value, so we do not recall patients for (or offer) routine checks. We will, however, make opportunistic checks of your blood pressure etc. as part of your normal health examinations. In addition, we offer the following health tips (with the proviso that you should not make your life a misery through trying to be healthy!):-

- **Smoking** -we strongly advise our patients to avoid smoking but we do not discriminate in any way against smokers. If you need help to stop smoking then please contact us for advice.
- **Alcohol** - The current recommended maximum `healthy` intake of alcohol is 28 units a week for a man, or 21 units for a woman. One unit being equal to half a pint of beer, a small glass of wine or a single measure of spirits.
- **Exercise** - We advise sufficient exercise to cause mild breathlessness for 20 minutes, three times a week.
- **Diet** - Avoid `crash` diets but try to develop a healthy eating pattern that avoids weight gain, is high in fibre and low in animal fats.

COMPLAINTS

If you have any complaints about the service that you have received from the doctors or staff working for this Practice, you are entitled to ask for an explanation. We operate an informal 'in-house' complaints procedure to deal with your complaints. This procedure does not deal with matters of legal liability or compensation. In some cases, the in-house procedure is not an appropriate form of investigation, in which case you will be referred to NHS England. The in-house procedure does not affect your right to seek compensation in law. Your complaint should be addressed in writing or via email to the Practice Manager, Miss Fiona Pickering. Fiona Pickering will acknowledge receipt within two working days following the day the complaint was received either orally or written and may offer to discuss the matter.

A written response will be sent as soon as is reasonably practicable after completing the investigation and will include:

- an explanation of how the complaint has been considered;
- the conclusions reached;
- including any matters for which remedial action is needed and that these will be taken;
- details of your right to take this complaint to the Parliamentary and Health Service Ombudsman.

If the complaint is unresolved, the complainant has the right to complain to Health Service Ombudsman.

You can contact their helpline on 0345 015 4033, email phso.enquiries@ombudsman.org.uk, fax 0300 061 4000, or via post Millbank Tower, Millbank, London, SW1P 4QP. Further information about the Ombudsman is available at www.ombudsman.org.uk.

THE HARVEY PRACTICE CHARTER

Listed below are the standards set within this Practice for the benefit of our patients. Following a discussion with you, you will receive the most appropriate care, given by suitably qualified people.

No care or treatment will be given without your consent. In the interest of your health, it is important for you to understand all of the information given to you. Please ask questions if you are unsure about anything.

Practice and Patient Responsibilities

Names

Practice: People involved in your care will give you their names and how to contact them.

Patient: Please let us know if you change your name, address or telephone number.

Access

Practice: You have access to a Doctor for urgent problems within 1 working day. For routine appointments we will endeavour to make this for you as soon as possible.

Home Visits

Practice: Visits are appropriate when a patient is too ill or infirm to leave their home.

Patient: Requests for visits should be made as early as possible in order to allow us to organise ourselves accordingly.

Test Results

Practice: Your GP/nurse will advise you of the test being undertaken and when the result can be expected.

When the given time has elapsed, please contact the surgery, preferably after 2pm and obtain the result from the receptionist.

Patient: Bearing in mind patient confidentiality, in most cases the patient concerned should contact the surgery if possible.

Respect

Practice: Patients will be treated as individuals and partners in their healthcare irrespective of their ethnic origin or religious or cultural beliefs.

Patient: We ask that you treat the Doctors and the Practice staff with the same courtesy and respect. Please remember the staff are working under the doctors' directions. (See Zero Tolerance section in this booklet)

Information

Practice: We will give you full information about the services we offer, every effort will be made to ensure that you receive that information which directly affects your health and care being offered.

Health Records

Practice: You have the right to see your health records subject to any limitations in the Law. These will be kept confidential at all times. The practice staff are under a legal duty to keep the contents of your medical notes confidential.

PRACTICE CHAMPION GROUP

The Harvey Practice is continually seeking patients to join our 'Practice Champion' group. We are looking for people of any age, gender or background that would like to be involved.

If this is something you would be interested in then please leave your details, name, date of birth and email address at reception. Thank you.

CONFIDENTIALITY

EVERYONE WORKING FOR THE NHS HAS A LEGAL DUTY TO KEEP INFORMATION ABOUT YOU CONFIDENTIAL.

You may be receiving care from other people as well as the NHS. So that we can all work together for your benefit, we may need to share information about you if people have a genuine need for it in yours and everyone's interest.

Whenever we can, we shall remove details which identify you. Anyone who receives such information from us is also under a legal duty to keep it confidential

YOU HAVE A RIGHT OF ACCESS TO YOUR HEALTH RECORDS

FREEDOM OF INFORMATION - PUBLICATION SCHEME

The Freedom of Information Act 2000 obliges the Practice to produce a Publication Scheme. A Publication Scheme is a guide to the 'classes' of information the practice intends to routinely make available.

DORSET INTEGRATED CARE BOARD (ICB)

Located at: Vespasian House Barrack Road Dorchester Dorset DT1 1TG.

Telephone: 01305 368900.

HEALTH & SOCIAL CARE INFORMATION CENTRE (HSCIC)

Introduction

Information about you and the care you receive is shared, in a secure system, by healthcare staff to support your treatment and care.

It is important that we, the NHS, can use this information to plan and improve services for all patients. We would like to link information from all the different places where you receive care, such as your GP, hospital and community service, to help us provide a full picture. This will allow us to compare the care you received in one area against the care you received in another, so we can see what has worked best.

Information such as your postcode and NHS number, but not your name, will be used to link your records in a secure system, so your identity is protected. Information which does not reveal your identity can then be used by others, such as researchers and those planning health services, to make sure we provide the best care possible for everyone.

How your information is used and shared is controlled by Law and strict rules are in place to protect your privacy.

We need to make sure that you know this is happening and the choices you have.

Please take time to read this. You need to make a choice.

Benefits of sharing information

Sharing information can help improve understanding, locally and nationally, of the most important health needs and the quality of the treatment and care provided by local health services. It may also help researchers by supporting studies that identify patterns in diseases, responses to different treatments and potential solutions.

Information will also help to:

- find more effective ways of preventing, treating and managing illnesses;
- guide local decisions about changes that are needed to respond to the needs of local patients;
- support Public Health by anticipating risks of particular diseases and conditions, and help us to take action to prevent problems;
- improve the public's understanding of the outcomes of care, giving them confidence in health and care services and guide decisions about how to manage NHS resources fairly so that they can best support the treatment and management of illness for the benefit of patients.

HSCIC contd...

What will we do with the information?

We will only use the minimum amount of information we need to help us improve patient care and the services we provide.

We have developed a thorough process that must be followed before any information can be shared. We sometimes release information to approved researchers, if this is allowed under the strict rules in place to protect your privacy. We are very careful with the information and we follow strict rules about how it is stored and used.

We will make sure that the way we use information is in line with the law, National guidance and best practice. Reports that we publish will never identify a particular person.

Do I have a choice?

Yes. You have the right to prevent confidential information about you from being shared or used for any purpose other than providing your care, except in special circumstances. If you do not want information that identifies you to be shared outside the GP Practice, ask us to make a note of this in your medical record. This will prevent your confidential information being used other than where necessary by law (for example, if there is a public health emergency).

You will also be able to restrict the use of information held by other places you receive care, such as hospitals and community services. You should let your GP know if you want to restrict the use of this information.

Your choice will not affect the care you receive.

Do I need to do anything?

If you are happy for your information to be shared you do not need to do anything. There is no form to fill in and nothing to sign and you can change your mind at any time.

If you have concerns or are not happy for your information to be shared, speak to your GP Practice.

HSCIC contd...

Where can I get more information?

Leaflets in other languages and formats are available from the NHS website.

For more information, including a list of frequently asked questions (FAQs), please go to the website at www.nhs.uk/caredata.

You can also get further information from the website at www.hscic.gov.uk. Answers to frequently asked questions can be found via our website, following the link on the front page.

PROTOCOL FOR CHAPERONES

When the Doctor is to carry out an intimate examination, they should offer the patient the option of having an impartial observer (a chaperone) present wherever possible. This applies whether or not the Doctor is the same gender as the patient.

A chaperone may or may not be a health professional and the Doctor must be satisfied that the chaperone will:

- be sensitive and respect the patient's dignity and confidentiality;
- reassure the patient if they show signs of distress or discomfort;
- be familiar with the procedures involved in a routine intimate examination;
- stay for the whole examination and be able to see what the doctor is doing, if practical;
- be prepared to raise concerns if they are concerned about the doctor's behaviour or actions.

A relative or friend of the patient is not an impartial observer and so would not usually be a suitable chaperone, but the Doctor should comply with a reasonable request to have such a person present as well as a chaperone.

If either the Doctor or the patient does not want the examination to go ahead without a chaperone present, or if either is uncomfortable with the choice of chaperone, the Doctor or the patient may offer to delay the examination to a later date when a suitable chaperone will be available, as long as the delay would not adversely affect the patient's health.

If the Doctor doesn't want to go ahead without a chaperone present but the patient has said no to having one, it must be explained clearly by the Doctor why he/she wants a chaperone present. Ultimately the patient's clinical needs must take precedence. The doctor may wish to consider referring the patient to a colleague who would be willing to examine the patient without a chaperone, as long as the delay would not adversely affect the patient's health.

The Doctor should record any discussion about chaperones and the outcome in the patient's records. If a chaperone is present, the Doctor should record that fact and make a note of their identity. If the patient does not want a chaperone, the Doctor should record that the offer was made and declined.

Where a receptionist is used as a chaperone, it will be the patient's choice as to whether the chaperone is situated inside or outside the curtain screen.

Whilst this is not an ideal policy or situation it is regarded as the best possible way of dealing with this matter for this Practice. This matter has been discussed by the Partners at Practice meetings.

