

## **SOCIAL MEDIA ZERO TOLERANCE POLICY**

Following recent activity on Facebook where patients of Glebe Medical Practice posted derogatory comments about some of our staff as well as the Practice, we now have the following policy in place.

If any such posts are brought to our attention we will contact the patients involved and invite them in to have a face to face discussion about the issues that they have. This will be viewed as a potential breakdown in the doctor – patient relationship and may result in you being removed from our list.

However, we would ask that rather than posting derogatory or hurtful comments about any of our staff on social media, or if there are any aspects of the service that you are not entirely happy with, please ask to speak to the Practice Manager about this or put your comments to us in writing giving us the opportunity to respond. We welcome all feedback, positive and negative as it gives us the opportunity to review the services that we provide and where necessary or appropriate, make any changes or improvements.

**YOU WOULD NOT EXPECT TO READ DEROGATORY COMMENTS ABOUT YOURSELF AT YOUR OWN PLACE OF WORK, NOR DO WE.**