

**CHAPERONES**

**What is a chaperone?** - A chaperone is a third person, in addition to you and your clinician, to accompany you during part or all of your appointment, for example when you are undergoing physical examination.

**What to expect** - You should expect to be offered a chaperone for any intimate examinations that are requested as part of your treatment plan. You can request a chaperone is present at any time during any health interaction.

**Who can be a chaperone?** - A trained member of staff or a paid/ professional carer can be a chaperone.

**Can a family member act as a chaperone?** - Your family member cannot act as a chaperone, formally witness or take part in a clinical examination or interaction. You can however request that a member of your family or a friend is present during the examination, procedure or interaction.

**Can I refuse a chaperone?** - You have the right to refuse that a particular person is a chaperone; in this instance a member of staff will document the reasons for your refusal and your health interaction will be reviewed.

**What is the chaperone’s responsibility?** - Ensure that conduct is sensitive and respectful of your dignity and confidentiality. To reassure you if you are distressed or experiencing discomfort and to communicate this to the member of staff undertaking the episode of care. Ensure that they can communicate with you in a way that you can understand. Ensure they are aware and able to access the Trust complaints process and mechanism for raising concerns.

**What if a chaperone cannot be offered?** - If in the unlikely event a chaperone cannot be offered because of an emergency or staff unavailability then expect to be informed. You may be asked in this instance if you would consent to proceeding with the interaction in the absence of a chaperone or more appropriately offered an alternative appointment when a chaperone will be available. Where you express a personal preference, every effort will be made to ensure that intimate procedures, including assistance with personal hygiene are carried out by a member of staff of the same sex, if this cannot be achieved because of the specialist nature of the procedure, a chaperone of the same sex will be offered. If this is not possible, the reasons will be documented in your notes and an incident form completed, which will be communicated to senior management.

**Contact** - Please speak to a member of staff at the practice if you have any questions regarding this leaflet.