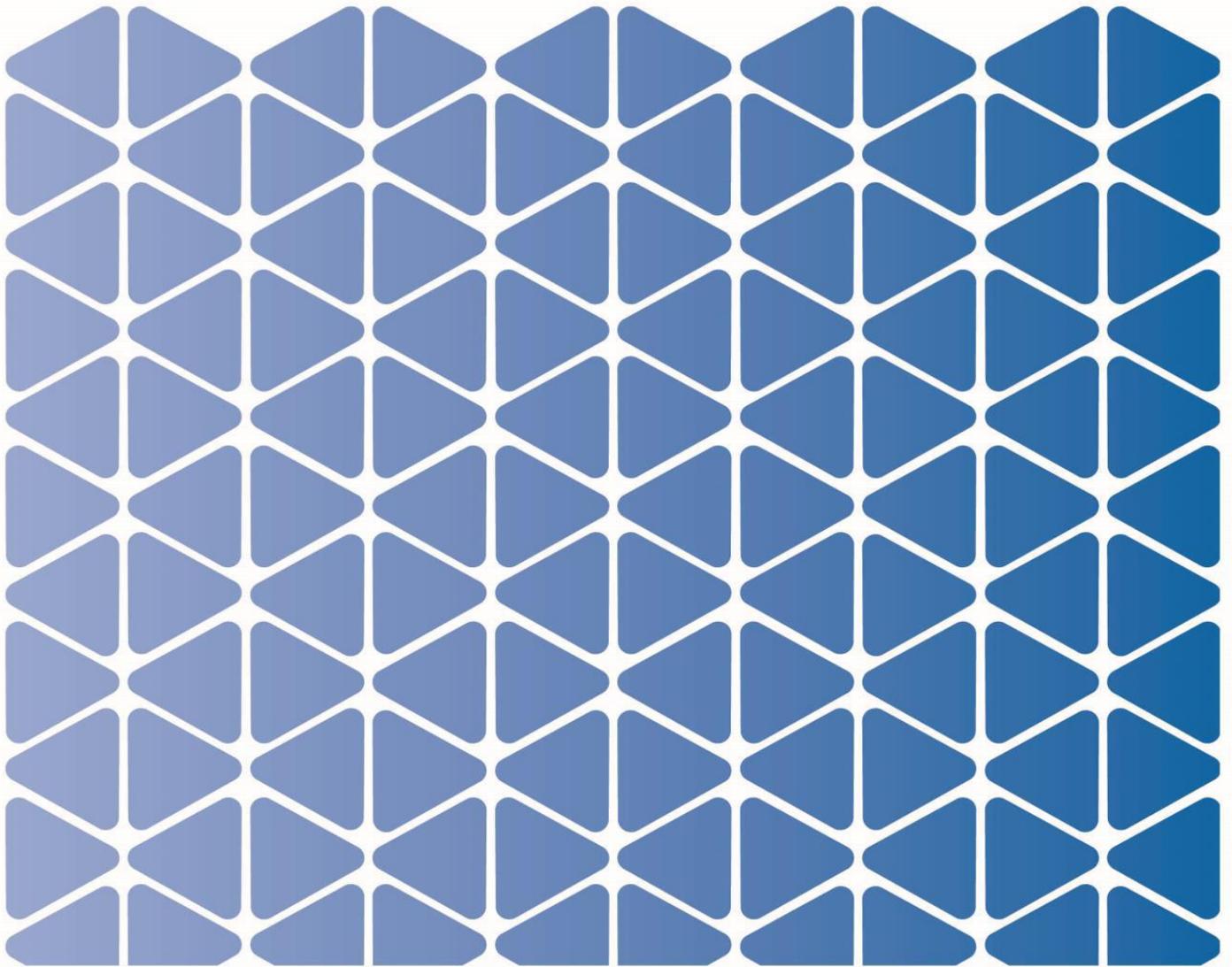




PATIENT INFORMATION

CHAPERONES AND CHILDREN



Chaperones and children.

If the examination is to be carried out on a child, chaperone must present at all times. This may be a parent or carer, although there may be some circumstances where this is not appropriate. Children cannot be chaperones for adults or be present during intimate examinations.

What is a chaperone?

A chaperone is an adult who present during intimate examination of a patient. A chaperone is there to protect both the patient and the doctor or midwife from allegations of inappropriate behaviour. They may also be asked to assist the doctor or midwife during the examination.

Can my partner, relative or friend act as a chaperone?

You can choose to have your partner, relative or friend with you during your examinations. It can be helpful to think about whether you and they will feel comfortable about this. Also, there could be matters that you would prefer to discuss confidentially with your doctor/midwife.

You have the right to ask for a chaperone to be provided by the hospital and this can be helpful when you want extra support during an examination but would prefer not to have your partner, relative or friend in the room.

If the examination clinician feels that a chaperone should be present and the offer of a chaperone is declined by the patient, the clinician may not wish to continue with the examination.

Chaperones and children.

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What about my privacy?

The chaperone will have had training about maintaining confidentiality and will also know what is and what is not necessary during this type of examination.

It is our policy to respect the privacy and dignity of our patients. If you would like a chaperone to be present during a physical examination/consultation, or if you would prefer to be examined by a health professional of the same gender as yourself, please let us know and we will do our best to comply with your wishes.

What if I do not want a chaperone present?

The presence of a chaperone should only be with the agreement of both the patient and the doctor/midwife. During intimate examination of a patient of the opposite sex to a doctor, a chaperone should always be present.

If your symptoms or condition worsens, or if you are concerned about anything, please call your GP, 111, or 999.

Patient Experience

We know that being admitted to hospital can be a difficult and unsettling time for you and your loved ones. If you have any questions or concerns, please do speak with a member of staff on the ward or in the relevant department who will do their best to answer your questions and reassure you.

Feedback

Feedback is really important and useful to us – it can tell us where we are working well and where improvements can be made. There are lots of ways you can share your experience with us including completing our Friends and Family Test – cards are available and can be posted on all wards, departments and clinics at our hospitals. We value your comments and feedback and thank you for taking the time to share this with us.

Patient Advice and Liaison Service (PALS)

If you have any concerns or questions about your care, we advise you to talk with the nurse in charge or the department manager in the first instance as they are best placed to answer any questions or resolve concerns quickly. If the relevant member of staff is unable to help resolve your concern, you can contact the PALS Team. We offer informal help, advice or support about any aspect of hospital services & experiences.

Our PALS team will liaise with the various departments in our hospitals on your behalf, if you feel unable to do so, to resolve your problems and where appropriate refer to outside help.

If you are still unhappy you can contact the Complaints Department, who can investigate your concerns. You can make a complaint orally, electronically or in writing and we can advise and guide you through the complaints procedure.

How to contact PALS:

Telephone Patient Services: 0300 123 1732 or via email at: wah-tr.PET@nhs.net

Opening times:

The PALS telephone lines are open Monday to Thursday from 8.30am to 4.30pm and Friday: 8.30am to 4.00pm. Please be aware that a voicemail service is in use at busy times, but messages will be returned as quickly as possible.

If you are unable to understand this leaflet, please communicate with a member of staff.