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## CHAPERONE POLICY

### INTRODUCTION

This policy is designed to protect both service users and staff from abuse or allegations of abuse and to assist service users to make an informed choice about their examinations and consultations.

### GUIDELINES

Clinicians (male and female) should consider whether an intimate or personal examination of a service user (either male or female) is justified, or whether the nature of the consultation poses a risk of misunderstanding.

- The clinician should give the service user a clear explanation of what the examination will involve.
- Always adopt a professional and considerate manner - be careful with humour as a way of relaxing a nervous situation as it can easily be misinterpreted.
- Always ensure that the service user is provided with adequate privacy to undress and dress.
- Ensure that a suitable sign is clearly on display in each consulting or treatment room offering the chaperone service.

This should remove the potential for misunderstanding. However, there will still be times when either the clinician, or the service user, feels uncomfortable, and it would be appropriate to consider using a chaperone. Service users who request a chaperone should never be examined without a chaperone being present. If necessary, where a chaperone is not available, the consultation/examination should be rearranged for a mutually convenient time when a chaperone can be present.

Complaints and claims have not been limited to doctors treating/examining patients of the opposite gender - there are many examples of alleged assault by female and male doctors on people of the same gender.

Consideration should also be given to the possibility of a malicious accusation by a service user.

There may be occasions when a chaperone is needed for a home visit. The following procedure should still be followed.

### WHO CAN ACT AS A CHAPERONE?

A variety of people can act as a chaperone in the practice, but workers undertaking a formal chaperone role must have been trained in the competencies required. Where possible, it is strongly recommended that chaperones should be clinical workers familiar with procedural aspects of personal examination. Where suitable clinical worker is not available, the examination should be deferred.

When a non-clinical worker acts in this capacity, the service user must agree to the presence of a non-clinician in the examination and be at ease with this. The worker should be trained in the procedural aspects of personal examinations, comfortable in acting in the role of chaperone, and be confident in the scope and extent of their role. They will have received instruction on where to stand and what to watch and instructions to that effect will be laid down in writing.

### **KEY ACTIONS FOR CHAPERONES**

- Obtain service user consent to have a Chaperone before the examination and record that it has been received in the medical notes.
- Follow relevant policies and procedures where there are issues relevant to service user capacity.
- Chaperone must give the service user privacy to undress and dress using drapes, screens, blankets always.
- Record the use of and the identity of the chaperone in the service user notes.
- Ensure the service user is always supported to dress fully after the procedure maintaining his/her full dignity and privacy.

### **CONFIDENTIALITY**

- The chaperone should only be present for the examination itself, and most discussion with the service user should take place while the chaperone is not present.
- Service users should be reassured that all workers understand their responsibility not to divulge confidential information.

Click here to link to the latest GMC guidelines for intimate examinations:  
[www.gmc-uk.org/guidance/ethical\\_guidance/21170.asp](http://www.gmc-uk.org/guidance/ethical_guidance/21170.asp)

### **PROCEDURE**

- The clinician will contact reception to request a chaperone.
- Where no chaperone is available, a clinician may offer to delay the examination to a date when one will be available, if the delay would not have an adverse effect on the health of the service user.
- If a clinician wishes to conduct an examination with a chaperone present but the service user does not agree to this, the clinician must clearly explain why they want a chaperone to be present. The clinician may choose to consider referring the service user to a colleague who would be willing to examine them without a chaperone, as long as the delay would not have an adverse effect on the health of the service user.
- The clinician will record in the notes that the chaperone is present and identify the chaperone.

- The chaperone will enter the room discreetly and remain in the room until the clinician has finished the examination.
- The chaperone will attend inside the curtain/screened-off area at the head of the examination couch and observe the procedure.
- To prevent embarrassment, the chaperone should not enter into conversation with the service user or clinician unless requested to do so, or make any mention of the consultation afterwards.
- **The chaperone will make a record in the service users notes after examination.** The record will state that there were no problems or give details of any concerns or incidents that occurred. The chaperone must be aware of the procedure to follow if they wish to raise concerns.
- The service user can refuse a chaperone, and if so, this **must** be recorded in the medical record.
- Signage in each consulting room along with details on the web site and in reception offering a chaperone should a service user need one.
- Chaperones should be DBS checked.

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