

Confidentiality

Medvivo ensures your medical record and all details of your consultation remains confidential at all times.

As a patient it is your right to expect that any information given as part of your consultation is given in confidence and to be assured that the information will be used only for the purpose it is given.

Any information declared during your consultation will not be released to others without your explicit consent.

Everyone involved in your care has a legal duty to keep information about you confidential and access to it is strictly controlled.

We will make sure your right to confidentiality is upheld unless we have a legal duty to release information or we have obtained your consent to do so.

Your clinical records

Medvivo will have access to previous medical history if this has been shared by your GP.

This will only have been shared with your consent - your consent can be withdrawn at any time.

If your medical record is shared by your GP, our clinician is still required to seek your permission to view any of your medical record if available; and you are free to decline this request.

Being able to access your previous medical history will help our Clinician deliver the highest quality care for you and enhance the outcome of your consultation.

All information shared is treated in the utmost of confidence at all times.

Medvivo Group Limited is registered with the Information Commissioners Office, registration number ZA001340.

Quality Monitoring

Medvivo is committed to providing a high quality service. We strive to meet and exceed essential standards of quality and safety and are regulated by the Care Quality Commission.

You can read our report at www.medvivo.com/quality.

As part of our quality monitoring, we send questionnaires to people who have used our services.

If you receive one, please take a few moments to complete it. Your comments will help us to improve the service we deliver to our patients.

What if I wish to provide a comment or raise a complaint about the service I received?

We value your comments and would like to hear from you when things go well. We also understand that you need to tell us should things go wrong. Please contact us on the details given below.

A leaflet, '*Comments, Complaints and Compliments*' is also available on request.



0800 6444 200

WWW

www.medvivo.com



info@medvivo.com

**If you need this leaflet in a different format
please telephone the Quality Team on
0800 6444 200.**

Medvivo Group Ltd.
Fox Talbot House, Greenways Business Park
Bellinger Close, Chippenham, Wiltshire SN15 1BN

Do you require a Chaperone?

Medvivo attaches the highest importance to ensuring that a culture that values patient privacy and dignity exists within the organisation.

This leaflet provides information on the responsibilities of a chaperone and how to request that a chaperone is present during your consultation with the GP Out of Hours Service.

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integrating health and care

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What is a Chaperone?

There is no standard definition of a chaperone, but Medvivo considers the role to involve:

- Providing emotional support and reassurance to the patient
- Maintaining the patient's dignity, by only exposing the area requiring examination/treatment by using clothing, gowns, sheets
- Ensuring bed areas are appropriately screened or doors closed and engaged signs used, or privacy curtains drawn
- Ensuring interruptions by other staff are only for emergency situations
- Offering assistance during the examination/ procedure e.g. handling of equipment/instruments
- Safeguarding both the patient and the healthcare professional
- Identifying any unusual or unprofessional behaviour on the part of the professional or the patient.

Chaperones have a responsibility to:

- Ensure that the individual understands why you are in attendance
- Listen, observe and verify what is discussed and carried out.

If a chaperone is required, there should also be a separate opportunity for a private discussion between the patient and the clinician.

The Clinician should keep questioning, especially that of a sensitive nature, to a minimum during the chaperoned examination in order to respect the patient's privacy.

Who can be a Chaperone?

A formal chaperone should usually be a health professional, such as a nurse, or a specifically trained non-clinical staff member, such as a receptionist, or driver. All drivers and receptionists working for Medvivo are also trained Chaperones. This training is updated annually.

In order to ensure that our patients feel comfortable, a Chaperone should be of the same sex as the patient. This means that a female Chaperone will accompany a female patient, and a male Chaperone will accompany a male patient.

A relative or friend is not an impartial observer and so would not usually be a suitable Chaperone, but clinical staff should comply with a reasonable request to have such a person present as well as a Chaperone.

Chaperones for Children

In the case of children a Chaperone will normally be a parent or carer, or alternatively someone known and trusted or chosen by the child.

Children and their parents or guardians must receive an appropriate explanation of the procedure in order to obtain their consent, co-operation and understanding.

If a minor presents in the absence of a parent or guardian the clinician must ascertain if they are capable of understanding the need for examination. In these cases it would be highly advisable for consent to be secured and a formal chaperone to be present for any intimate examinations.

Competent young adults will be treated in the same way as adults.

Medvivo operates a zero tolerance approach to violent or abusive behaviour towards our staff.
If you threaten or intimidate staff, you may be asked to seek medical assistance elsewhere.

Please note all calls into and out of Medvivo are recorded for monitoring and training purposes.

Arranging a chaperone

There are posters present offering Chaperones as well as information leaflets, such as this. The Clinician may also offer for you have to a Chaperone present.

Please speak to any member of our staff if you would like a Chaperone to be present during your appointment.

What if there are no Chaperones available?

Like all services, we have times that are much busier than others. If you would like a Chaperone present during your appointment and there are no trained Chaperones available, we will offer to reschedule your appointment to another time.

If this is not possible due to the fact that your condition is such that you require medical assistance immediately, the clinician will discuss this with you.

Can I refuse a Chaperone?

Yes, it is your choice as to whether you have a Chaperone present during the examination or not. If you decline to have a chaperone during an examination, the clinician will record this in your patient record.

There are some cases where a clinician may be unhappy to proceed without a Chaperone present. If this is the case, they may arrange for you to be seen in a different setting, such as an acute hospital.