

# Chaperones at Staines Health Group

## **Your comfort, dignity and safety matter to us**

At Staines Health Group, we are committed to ensuring that all patients feel safe, respected, and supported during their care. A chaperone is available if you would like one during your appointment.

### **What is a chaperone?**

A chaperone is a trained member of our practice team who can be present during your consultation, examination, or procedure to:

- Support you and help you feel at ease
- Protect your dignity and privacy
- Act as an impartial observer
- Support both you and the clinician during sensitive or intimate examinations

### **When will a chaperone be offered?**

You will be offered a chaperone:

- For intimate examinations (such as breast, genital, or rectal examinations)
- If you request one
- If the clinician feels it is appropriate for safety or reassurance
- During examinations that may feel sensitive or distressing

You can accept or decline a chaperone at any time.

### **Who can be a chaperone?**

- Chaperones are trained staff members
- Family members or friends can attend for support, but they do not replace a formal chaperone

### **Children and young people**

- A formal chaperone is always present for intimate examinations of patients under 18
- A parent, carer, or trusted adult may also attend if the young person wishes

### **Your choice**

- If a chaperone is not immediately available, you may be offered the option to rearrange your appointment
- In urgent or life-threatening situations, an examination may take place without a chaperone

### **Privacy and respect**

We take your privacy seriously and will:

- Use private rooms and appropriate coverings
- Ensure only necessary staff are present
- Stop the examination at any point if you ask

**Please speak to a member of the Staines Health Group team for more information**