

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