

STANDARD OPERATING PROCEDURE

Pharmacy policy of a chaperone offer for applicable services

PHARMACY	SOP Review Date: 01/09/2016
<p>PURPOSE:</p> <ol style="list-style-type: none"> 1. The chaperone policy should be used when patients are requesting services that are delivered in a private setting, for example the pharmacy consultation room. 2. Ensure the patient is offered a chaperone as part of the pharmacy's offer of applicable services, e.g. influenza vaccination service. 	<p>SCOPE:</p> <ul style="list-style-type: none"> • This SOP covers the communication of a chaperone offer and recording of the offer to a patient undertaking community pharmacy services.

PROCEDURE TO BE FOLLOWED BY THE PHARMACIST

Introduction: Complaints involving allegations of improper conduct by a pharmacist are very rare. However, it is good practice for a health organisation to offer all patients a chaperone for any consultation, examination or procedure where **the patient** feels one is required.

This offer can be made through a number of routes including prominently placed posters, practice leaflets and verbal information prior to the actual consultation. The offer could also be raised when an offer for influenza vaccination service or MUR has been accepted by a patient.

What is a chaperone?

Providing emotional comfort and reassurance to patients

- To act as an interpreter
- To provide protection to healthcare professionals against unfounded allegations of improper behaviour
- In very rare circumstances to protect the clinician against an attack
- An experienced chaperone will identify unusual or unacceptable behaviour on the part of the health care professional

A chaperone is present as a safeguard for all parties (patient and practitioners) and is a witness to continuing consent of the procedure.

1. Ensure the patient is asked questions:

- a. Would you like a chaperone to accompany you in the consultation with the pharmacist?

Types of chaperone:

Informal chaperone: Many patients feel reassured by the presence of a familiar person and this request in almost all cases should be accepted.

Formal chaperone: A formal chaperone in a community pharmacy setting could include a trained non-clinical staff member, e.g. pharmacy technician. Protecting the patient from vulnerability and embarrassment means that the chaperone would usually be of the same sex as the patient.

The patient should always have the opportunity to decline a particular person as chaperone if that person is not acceptable to them for any reason.

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| 2. The pharmacist should consider the risks of consulting a patient in a private setting, and if there are risks identified to the pharmacist then a chaperone should be invited into the consultation after this is discussed with the patient. |
| 3. A record should be made on the patients PMR whether a chaperone offer has been made and the patient's response/preference, e.g. declined or accepted. <ol style="list-style-type: none"> a. If a chaperone is requested by either the health professional or the patient then the name of the person and their relationship to the patient or the pharmacist should be recorded. |

REVIEW PROCEDURE:

This SOP will be reviewed when there are any major changes to the Ethics and Professional Standards and Guidance.

It will also be reviewed following any 'serious incident'.

In the absence of any of these events, it will be reviewed on or before the date shown below.

KNOWN RISKS:

- Patients may decline a chaperone where one is appropriate, the pharmacist will need to judge whether the consultation or procedure should take place.

PREPARED BY:	
SIGNATURE:	
DATE OF PREPARATION:	
DATE EFFECTIVE FROM:	
VERSION NUMBER:	
DATE OF REVIEW:	

Appendix 1: Example of a 'chaperone offer poster'.

COMMUNITY PHARMACY CHAPERONE POLICY

This pharmacy is committed to providing a safe and comfortable environment where patients and staff can be confident that best practice is being followed at all times and the safety of everyone is of paramount importance.

This pharmacy operates a “knock and enter” policy in relation to the consultation area. This simply means that if a member of the pharmacy staff needs to speak to the pharmacist at a time when he is engaged in a consultation they are required to knock the door once and then immediately enter the consultation area. If you are unhappy about any aspect of this policy you are asked to inform the pharmacist before the consultation takes place.

All patients are entitled to have a chaperone present for any consultation or procedure where they feel one is required. This chaperone may be a family member or friend. On occasions you may prefer a formal chaperone to be present, i.e. a trained member of staff.

Wherever possible we would ask you to make this request at the time of booking appointment so that arrangements can be made and your appointment is not delayed in any way. Where this is not possible we will endeavour to provide a formal chaperone at the time of request. However occasionally it may be necessary to reschedule your appointment.

Your healthcare professional may also require a chaperone to be present for certain consultations in accordance with our chaperone policy.

If you would like to see a copy of our Chaperone Policy or have any questions or comments to make please contact the manager.

(The above is based on the Coventry PCT 2009 Chaperone policy).