

## SOCIAL MEDIA and PORTABLE DEVICES POLICY

In the modern age of the internet, some people may choose to air their concerns regarding our services on social media. Some of these comments may be negative, inaccurate or offensive and these may then attract further negative responses, often becoming individualised comments rather than constructive feedback about the Practice.

[insert practice name] has a duty of care to:

- Protect the health and safety of staff and clinicians
- Maintain patient confidentiality
- Safeguard vulnerable patients

You can help us achieve this by adhering to the code of conduct outlined in this policy.

### Patients at the Practice are expected to adhere to the following code of conduct at all times:

- 1 All portable devices should be used in a courteous and considerate manner. These devices should not be used during consultations without prior consent from the clinician.
- 2 Patients are not permitted to disclose any patient identifiable information about other patients, unless they have the express consent of that patient.
- 3 Patients must not post any comments that are inaccurate, fraudulent, harassing in nature, embarrassing, obscene, defamatory or unlawful on any social media platform. Such posts may be reported to the Practice Manager and the post reported to the relevant moderator.
- 4 Patients must not post comments on social media that identify staff who work at the Practice.
- 5 Patients are not permitted to take photographs or recordings in the waiting room or areas where other patients are present, nor are photographs of staff/clinicians permitted.
- 6 Please do not make an appointment with a GP to air a grievance, this is a waste of valuable clinical time and takes away another patient's opportunity to have their physical or mental health attended to.

Please forward any comments/suggestions/complaints either via the Practice email: [\[insert contact email address\]](#) directly in writing to the Practice Manager or verbally to Reception staff who will pass any concerns on to the Practice Manager.

We will respond to any complaints in accordance with the Practice policy.

**Please be aware:** should any offensive social media posts be brought to our attention, we may contact the patient/s involved and invite them to have a face-to-face discussion about the issues that they have.

However, depending on the content of the post, it could be viewed as a potential breakdown in the doctor/patient relationship and may result in you being removed from our Practice list.