

Patient information

Chaperones for Patients during Consultation, Examination, Treatment or Care

Trust Wide Information - Royal Liverpool Hospital Sites

This Trust recognises coming to hospital can be an anxious time for patients and that you may be given a lot of information which you need to be able to understand to help you make important decisions about your treatment and care.

While attending hospital for consultation, examination, treatment or care you are entitled to have a chaperone present. The chaperone will generally be another healthcare professional but you can usually ask for a member of your family to be present in most circumstances. Certain areas of the Trust, for example nuclear medicine do not allow family members in treatment rooms, in these circumstances a healthcare professional will act as chaperone. The nursing team will advise you on the use of a chaperone.

The aim of the chaperone is to:

- Ensure your privacy and dignity are protected.
- Ensure you understand all the information given to you.
- Provide support and reassurance.
- Protect the healthcare professional.

You have the right to:

- Request specific gender i/e male/female chaperone. Staff will do their best to meet any request but this may result in a delay in your treatment until specific gender can be provided.

You **do not** have the right to:

- Refuse a healthcare professional as a chaperone if the team believe it is necessary.

Feedback

Your feedback is important to us and helps us influence care in the future.

Following your discharge from hospital or attendance at your outpatient appointment you will receive a text asking if you would recommend our service to others. Please take the time to text back, you will not be charged for the text and can opt out at any point. Your co-operation is greatly appreciated.

Further information

If you need any further information please speak to a member of nursing staff within the department/ ward.

Author: Senior Nurse Team

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All Trust approved information is available on request in alternative formats, including other languages, easy read, large print, audio, Braille, moon and electronically.

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Dhammaan warbixinta bukaanleyda ee Ururka ee la oggol yahay waxaa marka la codsado lagu heli karaa nuskhado kale, sida luqado kale, akhris fudud, far waaweyn, dhegeysi, farta braille ee dadka indhaha la', Moon iyo nidaam eletaroonig ah.