

Social Media Patient Policy

There are many social media platforms that are widely used by both staff and patients. These include Facebook, Twitter, Instagram, YouTube and LinkedIn.

We have a duty to maintain patient confidentiality and to safeguard vulnerable patients. You can help us to achieve this by adhering to the code of conduct outlined in this policy.

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

1. The practice requires all users of portable devices to use them in a courteous and considerate manner, respecting their fellow patients and our team who work to support our patients. Portable devices are not to be used during consultations.
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 should not post any material that is inaccurate, fraudulent, harassing, embarrassing, obscene, defamatory, unlawful or vexatious.
4. Patients are not permitted to take photographs in the waiting room or areas where other patients are present, nor are photographing, videoing or recording of staff permitted, without the member of staff's consent.
5. Patients should not post comments on social media that identify any staff.
6. Patients are able to leave a review about Watership Down Health at:
<https://www.nhs.uk/contact-us/give-feedback-or-make-complaint/>
7. Defamatory comments about our team are not to be shared on any social media platform. Legal advice will be sought and the appropriate action taken against any patient who posts defamatory comments. This would result in the relationship of trust with the practice being broken and the patient will be asked to register at another practice.

Patient complaints on social media

We have a separate complaints policy which patients may use, should they wish to make a complaint.