

## **Patient social media guidance**

At Kingswinford Medical Practice, we have a Facebook page which provides a range of useful information for our patient population.

This practice has 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 guidance.

### **Patients at this practice are expected to always adhere to the following code of conduct:**

1. The practice requires all users of portable devices to use them in a courteous and considerate manner, respecting their fellow patients. Portable devices are not to be used during consultations, except when agreed with your 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. Whilst not encouraged, patients may record their consultation but this should be agreed with your clinician. This recording will solely be for your own purpose.
4. Patients must not post any material that is inaccurate, fraudulent, harassing, embarrassing, obscene, defamatory or unlawful. Any such posts on the practice Facebook page will be deleted and the post reported.
5. Patients are not permitted to take photographs in the waiting room or areas where other patients are present, nor are photographs of staff permitted to be taken.
6. Patients must not post comments on social media that identify any staff.
7. Patients can leave a review about the practice at the following <https://kingswinfordmedicalpractice.nhs.uk/services/managing-your-health-online/online-forms/nhs-friends-and-family-test/> this will enable the Practice Business Manager to respond appropriately. Reviews left on unofficial sites will not be responded to.
8. Defamatory comments about our team are not to be shared on any social media platform. Legal advice may be sought and the appropriate action taken against any patient who posts defamatory comments.

### **Patient complaints on social media**

We have a separate complaints procedure which patients are to use should they wish to make a complaint. We will only respond to complaints made to the practice in accordance with the practice's policy.

If a complaint is made on the practice's social media page, it will not be acknowledged and you will be requested to delete it.