



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. At London Road Medical Practice we have a practice website which provides a range of useful information for our patient population – www.londonroadmedicalpractice.co.uk

London Road Medical Practice has a duty to maintain patient confidentiality and to safeguard vulnerable patients. You can help us achieve this by adhering to the code of conduct outlined in this policy.

Patients at London Road Medical Practice 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. We would ask that portable devices are not used during consultations without prior consent.
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 material that is inaccurate, fraudulent, harassing, embarrassing, obscene, defamatory or unlawful. Any such posts will be reported to the relevant authorities and the patient will be removed from the practice list.
4. Patients are not permitted to take photographs in the waiting room or areas where other patients are present, nor are photographs of staff permitted.
5. Patients must not post comments on social media that identify staff who work at the practice.
6. If you would like to give feedback or leave any comments about London Road Medical Practice, please use the feedback section of askmyGP, alternatively you can write to the Practice Manager, Lorna Attia.
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.

Patient complaints on social media

We have a separate complaints policy 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 policy.

Lorna Attia - Practice Manager