

There are many social media platforms that are widely used by both staff and patients at Church Langley Medical Practice; these include Facebook, Twitter, Instagram, YouTube, Whatsapp, LinkedIn and others.

At Church Langley Medical Practice we have a Facebook page and LinkedIn, which provide a range of useful information for our patient population. We encourage our patients to use these social media platforms in addition to our website to keep up to date with important changes to the practice.

Church Langley 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 Church Langley Medical Practice are expected to adhere to the following code of conduct at all times:

1. Patients are not permitted to take photographs or any media recordings in the waiting room or areas where other patients are present, nor are photographs or media recordings of any staff permitted without their explicit consent.
2. 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 unless agreed by clinicians.
3. Patients are not permitted to disclose any patient-identifiable information about other patients, unless they have the express consent of that patient.
4. Patients should not use any social media platform to communicate medical information with the practice as this is not secure. Any such communications will be deleted, and if possible a message sent to use routine communication methods with the practice.
5. Patients must not post any material that is inaccurate, fraudulent, harassing, embarrassing, obscene, defamatory or unlawful. This applies to the practice facebook page as well as any other external social media page/platform. Any such posts on the practice social media outlets like a Facebook page will be deleted by the Practice Manager and in case of external social media page/platform the post will be reported to the administrator of the page/platform in question.
6. Patients must not post comments on any social media page/platform that in any way identify staff who work at the practice.

7. Patients are to use NHS Choices should they wish to leave a review about Church Langley Medical Practice. This will enable the Practice Manager to respond appropriately.
8. 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. This policy can be found on the practice website. We will only respond to complaints made to the practice in accordance with the practice policy. If a complaint is made on any social media platform that the practice uses, it may be deleted at the discretion of the practice.