

Patient Social Media Guidance

At West Road Medical Centre, we have a Facebook and an X page both of which provide a range of useful information for our patient population. There are also pages about us on google reviews and NHS choices.

This organisation 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 West Road Medical Centre are expected to always adhere to the following code of conduct:

1. The organisation 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 organisation any of our platforms or on review sites will be monitored and action will be taken about any harassment, offensive comments or inappropriate content. Malicious or offensive posts which are not taken down by a patient could result in that patient being removed from our list.
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. As above, anything that is offensive, malicious, harassing or otherwise detrimental to our staff will be reported and might result in the patient being removed from the list.
7. 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 policy which patients are to use should they wish to make a complaint. We will only respond to complaints made to the organisation in accordance with the organisation's policy.

Complaints submitted on review sites or social media can not be investigated. Patients should follow the complaints process.