

Privacy and Dignity of Service users

Kirkvoe Medical

Date Effective:	1/3/24
Review Date:	1/3/27
Version No:	1
Policy Owner / Author:	Dr Zoe Shepherd

1. Reason for Policy / Purpose of Policy

As stated in the care quality commission guidance regulation 10 service users are entitled to be treated with dignity and respect at all times.

2. Policy Statement and Aims

This policy outlines the approach of Kirkvoe medical in ensuring all service users are treated with dignity while having their privacy respected.

3. Scope

This policy applies to all patients and staff.

4. Definitions

Privacy -To respect a person's privacy is to recognise when they wish and need to be alone (or with family or friends), and be protected from others looking at them or overhearing their conversations. It also means respecting their confidentiality and personal information.

Dignity -Dignity is concerned with how people feel, think and behave in relation to the worth or value that they place on themselves and others. To treat someone with dignity is to treat them as being of worth and respecting them as a valued person, taking account of their individual views and beliefs

5. Procedure

Patients and their employers must be treated with respect and appropriate language in all instances, whether face to face, electronic communication, medical reports or other means.

Privacy will be respected by only carrying out discussions within the confines of the clinical space and not shared waiting areas.

Surveillance is not used on the premises.

Confidentiality will be respected at all times and medical reports will only be shared with other parties with explicit patient written consent (see also consent policy).

All abuse will be dealt with an absolute zero tolerance policy and dealt with appropriately in a prioritised manner. Any abusive behaviour from a client or service user will lead to the termination of the clinical relationship.

No assumptions will be made about a patient's lifestyle, beliefs or behaviours.

The principles of shared decision making, which underlie all effective consulting, will be maintained and emphasised in all clinical contacts.

6. *Responsibilities*

Dr Zoe Shepherd is responsible for the implementation and review of this policy not complying with the policy.

7. *Related information*

CQC regulation 10 <https://www.cqc.org.uk/guidance-providers/regulations-enforcement/regulation-10-dignity-respect>