

Plas Menai Health Centre

Penmaenmawr Road
LLANFAIRFECHAN
Conwy
LL33 0PE

Tel: 01248 680021
Fax: 01248 681711

Website: www.plasmenaihealthcentre.co.uk

Author:
Business Manager
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Plas Menai

Health Centre

Patient Social Media Policy

Definition of Social Media

Social media is a form of interactive online media that allows parties to communicate instantly with each other and allows the sharing of data in a public forum. Social media covers, but is not limited to Twitter, Facebook, LinkedIn, You Tube and Flickr.

Social Media use as a Patient of Plas Menai Health Centre

The Plas Menai Health Centre recognises that many patients use social media in a personal capacity. However, patients who elect to use social media to vent thoughts that may be deemed inappropriate place maintaining effective and appropriate trust and respect between the patients at risk.

With that in mind, patients are not to post anything that damages the reputation of the health centre by:

- ✓ Posting offensive or critical messages on about the surgery/practice staff or Doctors;
- ✓ Posting content that could breach patient or practice confidentiality;
- ✓ Posting derogatory or inappropriate pictures or comments about patients or staff/GP's or the Practice in general;
- ✓ Naming staff members;
- ✓ Reposting or sharing material of an offensive, sexual, political or religious nature and linking such content to the practice.

That said, patients **are permitted** to state that they are a patient at the health centre

Should patients feel the need to raise complaints, concerns or suggestions then there are many alternative and acceptable methods in which to do so, they include:

- ✓ Contacting the health centre under the terms of the Plas Menai Health Centre complaints/concerns policy;
- ✓ Directly contacting the health centre and requesting to meet with the Business Manager;
- ✓ To bring matters to the attention of the health centres Patient Engagement Group [PEG];
- ✓ Raising the matter by completing a Suggestion/Compliments slip, which are available at the health centre.

Patients who elect to use social media in a manner, which may damage patient/partnership relations, damages the health centres reputation in the manner outlined in this policy will be subject to an 8-day removal from the health centres patient list. Thereafter; any continued breaches of this policy will result in the health centres request to have the patient, and associated family, removed from the patient list.

Ratification Date	Ratified by	Review Date
1 October 2019	GP Partners	1 October 2020
<p>Signed: <i>Original signed</i> <i>This document is signed on behalf of the GP Partners as an accepted Plas Menai Health Centre protocol following the documents ratification</i></p>		