

# Oakhill Medical Practice

## PRACTICE PROTOCOL

<b>TITLE</b>
<b>(Patient) Social Media Zero Tolerance Policy</b>

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<b>Responsibility for Revision</b>	<b>PM / Admin</b>

## **Patient Social Media Zero Tolerance Policy**

Following activity on Social Media where patients of Oakhill Medical Practice have posted derogatory comments about the practice and some of our staff; we have a Social Media Zero Tolerance Policy in place.

If any such posts are brought to our attention, they could be viewed as a potential breakdown in the doctor-patient professional relationship and may result in the individual and or ALL family members being removed from our list.

We may contact the patients involved and invite them to have a discussion with the practice manager or one of the GP Partners to explore any issues they may have.

We welcome all feedback as it gives us the opportunity to review the services that we provide and, where necessary or appropriate, make changes or improvements.

We would ask that rather than posting derogatory or hurtful comments or instigating, inciting or participating in any comments about the practice or any of our staff on social media, please speak to us about this or put your post/s or comments to us in writing giving us the opportunity to respond you may also email us directly to [ddicb.admin.omp@nhs.net](mailto:ddicb.admin.omp@nhs.net)

Posting derogatory or offensive comments online can cause unwarranted distress to our practice members and staff.

**They may also cause other patients to delay or dissuade them from presenting to the surgery to receive medical treatment.**

**PLEASE CONSIDER THE IMPACT OF YOUR ONLINE ACTIVITY BEFORE YOU POST A COMMENT.**