

CHAPERONE POLICY



This pharmacy is committed to providing a comfortable and safe environment for both customers and staff, ensuring best practice is always followed and customer and patient confidence is maintained.

All customers have a right to the presence of a chaperone during a consultation, examination, or procedure - this includes an informal chaperone, such as a family member or friend.

You may prefer a formal chaperone present, in which case we will endeavour to make this possible.

Please inform us when you make an appointment, so that we can make the necessary arrangements.

A formal chaperone may not always be available; therefore, we may need to reschedule your appointment or refer you to a different pharmacy where a formal chaperone is available.

Your pharmacist may choose to have a chaperone present during your consultation, examination, or procedure - this intention will be made clear to you beforehand.

If you prefer not to have a chaperone present and the pharmacist is not happy to continue without one, we will make every effort to arrange for you to see another health professional as quickly as possible.

If you have any questions, or would like a copy of our procedure, please speak to our pharmacist.