



Patients with Additional Needs

At The Linbury Doctors, we recognise that there may be patients who require additional support to access our services, and that these additional needs might be either visible or hidden. To facilitate this, we ask that you let our Administration Team know when you contact us. They will then contact your doctor whom will liaise with you directly to ensure your needs are met.

In terms of physical disabilities, all our clinical sites have wheelchair access and appropriate mobility support. We offer a hearing loop, and a sign language interpreter if required. We have the facility to translate documents into braille at the patient's request.

For those patients with non-visible disabilities, we offer longer appointments at no further charge, as well as bespoke written summaries of the consultation plan. Follow-up questions are also permitted at any point.

For patients with more significant disabling conditions, The Linbury Doctors also allows for the use of advocates and we would advise any patients and their representatives that we would work closely with their NHS GP Practice moving forward. Our full disability policy is available upon request.



Chaperone Policy

The Linbury Doctors is committed to providing a safe, comfortable environment where patients and staff can be confident that the best practice is being followed at all times and the safety of everyone is of paramount importance.

Some consultations and treatments, particularly where they involve intimate parts of the body and states of undress, can make patients feel vulnerable. The presence of a Chaperone may assist in supporting and reassuring you during a consultation.

The healthcare professional may also require a chaperone to be present for certain consultations.

What to expect

You should expect to be offered a Chaperone for any intimate examinations that are requested as part of your treatment plan. You can request a Chaperone is present during any Consultation you feel uncomfortable with. The role of the Chaperone will be clearly explained to you. The Chaperone will be introduced to you by the health professional who is carrying out the consultation.

Who can be a Chaperone?

Any member of the Linbury Doctors Team who has undertaken training can be your Chaperone.

Can a family member be a Chaperone?

Whilst family members cannot act as formal Chaperones, you may request that a member of your family or a friend be present as an informal chaperone during the examination or procedure. A situation where this may not be appropriate is where a child is asked to act as a Chaperone for a parent undergoing an intimate examination.

Can I refuse a Chaperone?

You have the right to refuse that a particular person is a chaperone; in this instance a member of staff will document the reasons for your refusal.

What is the Chaperones Responsibility?

- Ensure that conduct is sensitive and respectful of your dignity and confidentially

- To reassure you if you are distressed or experiencing discomfort and to communicate this to the member of staff undertaking the procedure
- Ensure that they can communicate with you in a way that you can understand

What if a Chaperone is not available?

You will be informed if a Chaperone is not available. You may be asked if you consent to your consultation without a Chaperone or prefer to rearrange for another time when a Chaperone is available.



Interpreter Services

Difficulty with English should not be a barrier to seeking healthcare or accessing our services at The Linbury Doctors. We work closely with a variety of interpreter services, (including sign language) to make your appointment easier. To arrange an interpreter, please call our Administration Team on 0333 050 7338 or email us at info@linburydoctors.co.uk with the language you require to ensure this can be arranged for your appointment.

We would kindly ask that you let us know if you require this services as soon as possible after making your appointment, but not less than 48 hours prior. Please note, we do not advise you use family or friends as an interpreter as this can remove patient confidentiality.

We are happy to arrange a certified and impartial interpreter to facilitate your appointment. Our full interpreter policy is available upon request.