

PARTNERS

Dr SARAH MACKENZIE
MB BS DRCOG MRCP

Dr PENNY OSBORNE
MB BS BSc DRCOG MRCP

Mrs RACHEL PATON *Nurse Practitioner*
RGN BSc (Hons)

Dr IAIN MARSHALL

MBChB MRCP PhD

Dr Helen Andrewes
mmbs drcog dffp mrcgp ma

THE GREYSWOOD PRACTICE

66 Eastwood Street

London

SW16 6PX

Tel 020 8769 0845

Fax Admin. Office 020 8677 2960

Fax Reception 020 8696 5569

www.greyswood.org.uk

Practice Manager

Warren De Souza

Practice Nurses

Ms Geraldine Larkinson RGN Mrs Norma Young RGN

Ms Rachel Bickley RGN

SALARIED GPs

Dr TESSA PALOKKARAN
MB Bch Bao MRCP DF5RH

Dr RUTH HARRISON
DRCOG MRCP

Dr AISLING MARTIN
DRCOG MRCP

Dr EMMA METTERS
BM DRCOG MRCP DF5RH

Social Media Patient Policy

There are many social media platforms that are widely used by both staff and patients; these include Facebook, Twitter, Instagram, YouTube and LinkedIn.

Greyswood Practice has a duty to maintain patient confidentiality and to safeguard vulnerable patients. You can help us achieve this by adhering to the code of conduct outlined in this policy.

Patients at Greyswood Practice are expected to adhere to the following code of conduct at all times:

1. The practice requires all users of portable devices to use them in a courteous and considerate manner, respecting their fellow patients. Portable devices are not to be used during consultations.
2. Patients are not permitted to disclose any patient-identifiable information about other patients, unless they have the express consent of that patient.
3. Patients must not post any material that is inaccurate, fraudulent, harassing, embarrassing, obscene, defamatory or unlawful.
4. Patients are not permitted to take photographs in the waiting room or areas where other patients are present, nor are photographs of staff permitted.
5. Patients must not post comments on social media that identify staff who work at the practice.
6. Patients are to use NHS Choices should they wish to leave a review about Greyswood Practice. This will enable the practice manager to respond appropriately.
7. Defamatory comments about our team are not to be shared on any social media platform. Legal advice will be sought and the appropriate action taken against any patient who posts defamatory comments.

Patient complaints on social media

We have a separate complaints policy which patients are to use should they wish to make a complaint. We will only respond to complaints made to the practice in accordance with the practice policy

This policy will be reviewed on 1/3/19

PARTNERS

Dr SARAH MACKENZIE
MB BS DRCOG MRCP

Dr PENNY OSBORNE
MB BS BSc DRCOG MRCP

Mrs RACHEL PATON *Nurse Practitioner*
RGN BSc (Hons)

Dr IAIN MARSHALL
MBChB MRCP PhD

Dr Helen Andrewes
mmbs drcog dffp mrcgp ma

THE GREYSWOOD PRACTICE

66 Eastwood Street
London
SW16 6PX

Tel 020 8769 0845
Fax Admin. Office 020 8677 2960
Fax Reception 020 8696 5569
www.greyswood.org.uk

Practice Manager
Warren De Souza

Practice Nurses
Ms Geraldine Larkinson RGN Mrs Norma Young RGN
Ms Rachel Bickley RGN

SALARIED GPs

Dr TESSA PALOKKARAN
MB Bch Bao MRCP DFRH

Dr RUTH HARRISON
DRCOG MRCP

Dr AISLING MARTIN
DRCOG MRCP

Dr EMMA METTERS
BM DRCOG MRCP DFRH

Warren De Souza
Practice Manager