

Accessing a chaperone

This leaflet explains how to access a chaperone in the Sleep Disorders Centre.

What is a chaperone?

A chaperone is a medical professional who acts as an advocate for patients. In the Sleep Centre, this will be a fully trained member of staff who can explain to you what the proposed procedure involves and why it is necessary. It is your legal right to have a chaperone.

What does a chaperone do?

Chaperones provide psychological support and reassurance throughout the procedure. They are fully trained and, if necessary, may assist with some aspects of the procedure to help protect your dignity. This could involve attaching equipment to you or prepping your skin ready for electrode application. As well as a chaperone, you are also entitled to have a friend or relative with you. Friends and relatives cannot act as formal chaperones, but they may be present during the procedure in an informal capacity.

How do I access a chaperone?

The Sleep Disorders Centre team always endeavours to ensure that patients feel comfortable during their stay and makes efforts to minimise any potential embarrassment or discomfort. We are mindful of cultural, religious and personal beliefs which may necessitate a same-sex professional and/or a chaperone, and we acknowledge that some aspects of your admission, including being in your nightwear, can cause you to feel uncomfortable.

To request a chaperone, please speak to the staff caring for you during your admission. You may also contact the unit before your appointment to discuss any concerns.

Useful sources of information

Contact us

If you have any further questions or concerns about having a chaperone, contact the Sleep Centre directly, **t:** 020 7188 3430 (Monday to Friday, 9am-5pm) and ask to speak to either the Departmental Manager or the Service Manager.

For more information leaflets on conditions, procedures, treatments and services offered at our hospitals, please visit **w:** www.guysandstthomas.nhs.uk/leaflets

Pharmacy Medicines Helpline

If you have any questions or concerns about your medicines, please speak to the staff caring for you or call our helpline.

t: 020 7188 8748, Monday to Friday, 9am to 5pm

Your comments and concerns

For advice, support or to raise a concern, contact our Patient Advice and Liaison Service (PALS). To make a complaint, contact the complaints department.

t: 020 7188 8801 (PALS) **e:** pals@gstt.nhs.uk

t: 020 7188 3514 (complaints) **e:** complaints2@gstt.nhs.uk

Language and accessible support services

If you need an interpreter or information about your care in a different language or format, please get in touch.

t: 020 7188 8815 **e:** languagesupport@gstt.nhs.uk

NHS 111

Offers medical help and advice from fully trained advisers supported by experienced nurses and paramedics. Available over the phone 24 hours a day.

t: 111

NHS website

Online information and guidance on all aspects of health and healthcare, to help you take control of your health and wellbeing.

w: www.nhs.uk

Get involved and have your say: become a member of the Trust

Members of Guy's and St Thomas' NHS Foundation Trust contribute to the organisation on a voluntary basis. We count on them for feedback, local knowledge and support. Membership is free and it is up to you how much you get involved. To find out more, please get in touch.

t: 0800 731 0319 **e:** members@gstt.nhs.uk **w:** www.guysandstthomas.nhs.uk/membership

Was this leaflet useful?

We want to make sure the information you receive is helpful to you. If you have any comments about this leaflet, we would be happy to hear from you, fill in our simple online form, **w:** www.guysandstthomas.nhs.uk/leaflets, or **e:** patientinformationteam@gstt.nhs.uk

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