

Stellar Healthcare

Consultations Protocol

Document Control

A. Confidentiality Notice

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The Stellar Healthcare adheres to the Good Medical Practice: Duties of a doctor (GMC guidance) - http://www.gmc-uk.org/guidance/good_medical_practice/duties_of_a_doctor.asp and requires all Clinicians to adhere to this during their consultation with their patient.

The duties of a Clinician registered with the General Medical Council

Patients must be able to trust Clinicians with their lives and health.

To justify that trust, a Clinician must show respect for human life and must also:

- Make the care of their patient their first concern;
- Protect and promote the health of patients and the public;
- Provide a good standard of practice and care;
 - Keep their professional knowledge and skills up to date;
 - Recognise and work within the limits of their competence;
 - Work with colleagues in the ways that best serve patients' interests;
- Treat patients as individuals and respect their dignity;
 - Treat patients politely and considerately;
 - Respect patients' right to confidentiality;
- Work in partnership with patients;
 - Listen to patients and respond to their concerns and preferences;
 - Give patients the information they want or need in a way they can understand;
 - Respect patients' right to reach decisions with them about their treatment and care;
 - Support patients in caring for themselves to improve and maintain their health;
- Be honest and open and act with integrity;
 - Act without delay if they have good reason to believe that they or a colleague may be putting patients at risk;
 - Never discriminate unfairly against patients or colleagues;
 - Never abuse their patients' trust in them, nor the public's trust in the profession.

Each clinician is personally accountable for their professional practice and they must always be prepared to justify their decisions and actions.

Each Clinician follows the guidelines suggested in the revised version of the GMC document "*Raising and acting on concerns about patient safety*", effective 12 March 2012, a copy of which can be downloaded here:

http://www.gmc-uk.org/guidance/ethical_guidance/raising_concerns.asp

Good Medical Practice: Providing good clinical care

- **Good clinical care must include:**

- Adequately assessing the patient's conditions, taking account of the history (including the symptoms, and psychological and social factors), the patient's views, and where necessary, examining the patient;
- Providing or arranging advice, investigations or treatment, using suitable and appropriate equipment (where necessary), and ensure the outcomes are explained in a way that the patient can understand, enabling them to make informed choices about their care, treatment and support;
- Risks and benefits of any management plan will be fully explained and discussed with the patient;
- Referring a patient to another practitioner, when this is in the patient's best interests.

- **In providing care, a Clinician must:**

- Recognise and work within the limits of their competence;
- Prescribe drugs or treatment, including repeat prescriptions, only when they have adequate knowledge of the patient's health and are satisfied that the drugs or treatment serve the patient's needs;
- Provide effective treatments based on the best available evidence;
- Explain why and how any equipment required during the course of a patient's care is being used, and that the patient is given the opportunity to discuss their preferences and thoughts about this equipment;
- Ensure any equipment required in the care of a patient is used in such a manner that the patient is comfortable and safe, and that their privacy and dignity are upheld;
- Take steps to alleviate pain and distress, whether or not a cure may be possible;
- Respect the patient's right to seek a second opinion;
- Keep clear, accurate and legible records, reporting the relevant clinical findings, the decisions made, the information given to patients, and any drugs prescribed or other investigation or treatment;
- Make records at the same time as the event is being dealt with, or as soon as possible afterwards;
- Ensure all data entries in the patient record are coded accurately and appropriately;
- Be readily accessible when they are on duty;
- Consult and take advice from colleagues, where appropriate;
- Make good use of the resources available to them.

Additional guidance:

http://www.gmc-uk.org/guidance/good_medical_practice/good_clinical_care_index.asp