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13<sup>th</sup> April 2026  
Internal Reference: 260334  
Email:

Dear ,

Thank you for your request for information, which we received on **17/03/2026**. We have considered your request under the Freedom of Information Act 2000. **Please ensure you quote the Internal Reference number above in any future correspondence.**

### Your Request

Please provide the following information on NHS chaperone policies, training and reporting:

- 1) Current chaperone policy or policies relating the use of formal and informal chaperones.
- 2) Associated procedures & guidelines including:
  - a) Guidance on how the offer, acceptance, or refusal of a chaperone must be recorded in patient notes.
  - b) Guidance on how the sex of the chaperone is recorded.
- 3) If your policy/procedures/guidelines have been withdrawn, please provide:
  - a) the most recent version.
  - b) the date it was placed under review or withdrawn.
  - c) the communications with staff when it was put under review or withdrawn.
  - d) the timetable for development and approval of any replacement policy
  - e) details of internal and external consultation lists.
- 4) If not included in the policy/procedures/guidelines, please also disclose:



- a) training and competency standards for staff acting as formal chaperones.
  - b) training description and provision for chaperones (eg online, in person, what organisations delivers the training and outline).
- 5) Audit reports, quality assurance reviews, compliance monitoring, and management and/or board reports relating to chaperoning 2024 to date.
- 6) Related equality impact assessments (EIAs) if separate
- 7) Datix reports:
- a) Number of Datix reports raised related to chaperoning in 2024, 2025 and 2026 Jan & Feb, by sex of patient and chaperone & definition of sex field in Datix.
  - b) If you record this data by gender, please disclose the Number of Datix reports raised related to chaperoning in 2024, 2025 and 2026 Jan & Feb, by gender of patient and chaperone and definition of gender field in Datix.
- 8) Concerns:
- a) Number of concerns raised by chaperones, if not recorded via Datix, in 2024, 2025 and 2026 Jan & Feb, by sex of patient and chaperone & definition of sex field.
  - b) If you record this data by gender, please disclose the number of concerns raised by chaperones in 2024, 2025 and 2026 Jan & Feb, by gender of patient and chaperone and definition of gender field.
- 9) Complaints:
- a) Number of complaints raised related to chaperoning in 2024, 2025 and 2026 Jan & Feb, by sex of patient and chaperone & definition of sex field in your complaints system.
  - b) If you record this data by gender, please disclose the number of complaints raised related to chaperoning in 2024, 2025 and 2026 Jan & Feb, by gender of patient and chaperone and definition of gender field in your complaints system.
  - c) Number of Freedom to Speak Up reports related to chaperones in 2024, 2025 and 2026 Jan & Feb by sex of the reporter.
  - d) If you record this data by gender, please disclose the number of cFTSU reports related to chaperoning in 2024, 2025 and 2026 Jan & Feb, by gender of the reporter.

### Formal Response

- 1) The Trust does not have a current Chaperone Policy or policies relating the use of formal and informal chaperones.
- 2) The Trust does not have a Chaperone Policy but, best practice would show consent obtained for a chaperone should be documented.



- 3) The Trust has not withdrawn Chaperone Policy or policies relating the use of formal and informal chaperones.
- 4) The Trust does not have any designated chaperones. When any of our clinical staff are asked to "chaperone" during examinations/procedures, they abide by the level of clinical training and guidance within the Trust policies and procedures such as Freedom to Speak Up Policy and the Safeguarding Children, Young People and Adults Policy and Procedure with can be found [here](#).
- 5) The Trust does not have audit reports, quality assurance reviews, compliance monitoring, and management and/or board reports relating to chaperoning 2024 to date.
- 6) There are no related equality impact assessments (EIAs).
- 7) We do not currently have any categories or subcategories for 'Chaperone', and a key word search using 'chaperone' provided 0 records for the timeframe.
- 8) There are no raised concerns that are around the use of, or no use of a chaperones recorded on Datix in 2024, 2025 and 2026 Jan & Feb.
- 9) There are no recorded complaints relating to chaperoning in 2024, 2025 and 2026 Jan & Feb.

### **Next steps**

Some information held by the Trust is routinely published on our [website](#) and may be of assistance.

If you are dissatisfied with the Trust's response to your request, you have the right to ask for an internal review.

Requests for an internal review should be submitted within **40 working days** of the date of this response and should be sent to:

**Richard Banks**, Head of Corporate Governance at [FOI@secamb.nhs.uk](mailto:FOI@secamb.nhs.uk)



The internal review will be conducted by an individual who was not directly involved in handling your original request, ordinarily the Trust's Data Protection Officer. We aim to complete internal reviews within **20 working days** of receipt.

If you remain dissatisfied following the outcome of the internal review, you may complain to the Information Commissioner's Office (ICO). The ICO generally expects complaints to be raised promptly following the completion of an internal review.

The easiest way to raise a complaint is via the ICO's website:

[www.ico.org.uk/foicomplaints](http://www.ico.org.uk/foicomplaints)

Alternatively, you may write to:  
Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
SK9 5AF

Yours sincerely,

**Corporate Governance Team**

South East Coast Ambulance Service NHS Foundation Trust



Saving Lives,  
Serving Our Communities

Chair: Michael Whitehouse CEO: Simon Weldon