This Toolbox Talk is focused on creating discussion about how your team addresses this theme. Below are listed a number of prompts/questions for discussion. Please pick the ones relevant to your service or indeed feel free to develop a more relevant ones if desired. The main thing is to engage with staff around this theme in order to raise awareness and to elicit from them any suggestions with regard to simple actions your service can take to improve the service user experience.

Questions

1. Do you ensure that the environment is conducive to discussion and that the patient’s privacy is respected, particularly when discussing sensitive, personal issues?
2. Do you position yourself at the same level as the patient when you are having a discussion with them?
3. Do you ensure that the patient is appropriately covered (if applicable)?
4. Do you speak discreetly in a way that does not compromise patient privacy?
5. Are you aware of how loud you speak? Do other patients or members of the public overhear confidential information?
6. How can we provide enough personal space when service users are being examined, receiving treatment and/or when discussing their condition and treatment? Give examples.
7. What protocols are in place in your area of work to protect inappropriate access to a service users’ personal health information? Do you always follow them?
8. Are service users aware that healthcare records may be accessed for audit purposes to provide assurance about the quality of service provision?

What service users can do to help

Support the health service in safeguarding service user confidentiality by respecting the privacy of fellow service users.

“We will do our best to ensure that you have adequate personal space and privacy when you use our health services. We maintain strict confidentiality of personal information.”