

# Social Media - Zero Tolerance Policy

## 8 Park Lane, Broxbourne, Hertfordshire, EN10 7NQ

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Following activity on social media where patients of Park Lane Surgery have posted derogatory comments about the practice and some of our staff; we now have a social media Zero Tolerance Policy in place.

If any such posts are brought to our attention, they could be viewed as a potential breakdown in the doctor-patient professional relationship and may result in the individual being removed from our list.

We may contact the patients involved and invite them to have a discussion with the Practice Manager to explore any issues they may have.

We welcome all feedback as it gives us the opportunity to review the services that we provide and, where necessary or appropriate, make changes or improvements.

We would ask that rather than posting derogatory or hurtful comments about the practice or any of our staff on social media, please speak to us about this or put your comments to us in writing giving us the opportunity to respond you may also email directly to [reception.parklanesurgery@nhs.net](mailto:reception.parklanesurgery@nhs.net)

Posting derogatory or offensive comments online can cause unwarranted distress to our practice members and staff.

**They may also cause other patients to delay or dissuade them from presenting to the surgery to received medical treatment.**

**PLEASE CONSIDER THE IMPACT OF YOUR ONLINE ACTIVITY BEFORE YOU POST A COMMENT.**