Laganview Medical Practice

Level 2 Lisburn Primary & Community Care Centre

**PRACTICE SOCIAL MEDIA POLICY**

Any activity on Social Media platforms (i.e. Facebook, Instagram, X etc) where patients of this Practice post Derogatory comments about the Practice, or Practice Staff members, this will be addressed under our Social Media Policy. It may also be necessary to invoke the Practice Zero Tolerance Policy as the use of inappropriate words or behaviour causing distress and or/constituting harassment is considered un-physical abuse.

We ask if you have a complaint to please contact the Practice Manager in the first instance. We would be grateful if patients could be pro-active in reporting any incidents of this nature to the Practice Manager.

If any such posts are brought to our attention we will contact the patient directly. This type of conduct will be viewed as a potential breakdown in the doctor/patient relationship and may result in a patient being removed from our Practice list.

Removal from the Practice list without warning may occur if conduct arises that puts at risk the safety of any member of the Practice team. Should instances of this nature arise the Practice will refer the matter to the PSNI for investigation.

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