

Social Media Policy

North Clacton Medical Group (NCMG) values patient feedback and welcomes comments or suggestions to help us improve our services. Feedback can be submitted in the following ways:

- Via the suggestion box located at reception
- Through the “Feedback to the Practice” section on our website

We kindly request that patients refrain from using social media platforms, such as Facebook, to post comments about the practice or its staff members.

If you have any concerns or feedback regarding our services, we encourage you to contact us directly through the appropriate channels. All complaints submitted to the practice are thoroughly investigated and responded to in accordance with our complaint’s procedure.

NCMG will NOT respond to posts on Social Media in order to maintain patient confidentiality and inability to verify the identity of the author of the post.

Ethical Use of Social Media

In accordance with the General Medical Council (GMC) guidance on doctors’ use of social media, it is inappropriate to discuss individual patients or their care via social networking sites. Should a patient attempt to contact a GP through their private social media profile for medical advice, they will be redirected to contact the surgery through official channels.