

## Access for Sanctioned Visitors Procedure

<b>Document No</b>	Corp - 00039	<b>Version No</b>	1.0
<b>Approved by</b>	Director of Governance & Assurance	<b>Date Approved</b>	11/11/19
<b>Ratified by</b>	Director of Governance & Assurance	<b>Date Ratified</b>	11/11/19
<b>Date implemented ( made live for use)</b>	11/11/19	<b>Next Review Date</b>	11/11/22
<b>Status</b>	LIVE		
<b>Target Audience-</b> who does the document apply to and <u>who should be using it.</u> - The target audience has the responsibility to ensure their compliance with this document by:	All employees directly employed by the Trust whether permanent, part-time or temporary (including fixed-term contract). It applies equally to all others working for the Trust, including private-sector, voluntary-sector, bank, agency, locum, and secondees. For simplicity, they are referred to as 'employees' throughout this policy		
<b>Special Cases</b>	There are no special cases		
<b>Accountable Director</b>	Directory of Strategy		
<b>Author/originator</b> – Any Comments on this document should be addressed to the author	Head of Corporate Communications and Engagement		
<b>Division and Department</b>	Corporate - Communications		
<b>Implementation Lead</b>	Head of Corporate Communications and Engagement		
<b>If developed in partnership with another agency ratification details of the relevant agency</b>	N/A		
<b>Regulatory Position</b>	<ul style="list-style-type: none"> <li>• Recommendations for the NHS and government following the investigations into the activities of Jimmy Saville relating to the NHS. (Ref 4)</li> <li>• Sir David Nicholson letter to all NHS organisations in light of the recent abuse allegations against Jimmy Saville DH Gateway number: 18350 13 November, 2012. (Ref 5)</li> </ul>		
<b>Review period.</b> This document will be fully reviewed every three years in accordance with the Trust's agreed process for reviewing Trust -wide documents. Changes in practice, to statutory requirements, revised professional or clinical standards and/or local/national directives are to be made as and when the change is identified.			

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# 1 Introduction & Purpose

## 1.1 Introduction & Purpose

The Great Western Hospitals NHS Foundation Trust (the Trust) arranges visits by celebrities and Very Important Person/s (VIP) from time to time and provides access to a range of services and departments for media.

Celebrity and VIP visits play a significant role in promoting the Trust's services, enhancing patients' experience and motivating employees. Positive media coverage and advocacy is important in building and maintaining public confidence in the Trust and in the National Health Service (NHS).

The Trust aims to support and accommodate such visits wherever possible, however the responsibility to protect the wellbeing, dignity and privacy of patients, and their families/carers and employees is recognised as the priority.

The Trust also recognises the need to ensure any visits do not have a detrimental effect on the provision of clinical care. Therefore, the Trust will take practical measures to ensure robust arrangements are in place to organise and manage external visits safely and minimise disruption.

This procedure recognises that many 'sanctioned' visits are organised as single, one-off events so standard safeguarding arrangements, such as Disclosure and Barring Service (DBS) checks, may not be appropriate.

However, the procedure also covers circumstances where groups or individuals have longer term relationships with the Trust, such as dedicated fundraisers, campaigners, charity patrons or documentary film crews whereby it is more reasonable to carry out precautionary safeguarding measures such as DBS checks.

There are also many visits by contractors and it is the responsibility of local teams to ensure that they check credentials.

The purpose of this procedure is to:

- Ensure that employees are aware of the arrangements for organising visits by 'sanctioned' visitors such as VIPs, celebrities, media and volunteers.
- Build awareness amongst employees of their responsibilities in ensuring that visits are handled properly.
- Ensure appropriate safeguarding arrangements are in place for vulnerable patients and implemented by employees.

This procedure requires that one-off or short-term 'sanctioned' visitors are always accompanied throughout their visit to any Trust site.

This procedure requires that 'sanctioned' visitors who are in the Trust for extended periods of time, such as documentary film crews, or who are visiting on repeated occasions, such as a charity patron or a celebrity linked with a particular service, are DBS checked and authorised and are always accompanied throughout their visit to any Trust site.

## 1.2 Glossary/Definitions

The following terms and acronyms are used within the document:

<b>Clinical areas</b>	Any area of the hospital in which clinical care is provided to inpatient or outpatients. This would include all wards, theatres, departments and clinics. It also includes any area associated with health care or the business of the Trust which has a secure door or requires a hospital pass for employees to gain entry.
<b>DBS</b>	Disclosure and Barring Service
<b>EIA</b>	Equality Impact Assessment
<b>Employees</b>	For the purposes of this policy employee refers to all those directly employed by the Trust, and all agency and bank workers, locums, student nurses, contractors and volunteers.
<b>NHS</b>	National Health Service
<b>Public areas</b>	Any location in the Trust that is accessible by the general public and does not have secure entry. These would include reception areas, catering and retail areas.
<b>VIP</b>	Colloquially known as Very Important Person/s. See below for definition for the purposes of this procedure
<b>Volunteers / Fundraisers</b>	People who are working in the Trust on a paid or voluntary basis to support the business of the Trust or to generate financial support or present funds raised for the benefit of patients, employees or the Trust.

**Sanctioned visitors** - individuals or groups who are invited or who have been approved to be on Trust premises for an official purpose or for the benefit of patients, employees, the Trust or the NHS.

These may include:

- **VIP's** - key stakeholders including Ministers, elected representatives, overseas dignitaries or members of the Royal Family.
- **Celebrities** - famous/high profile figures who might be well known to the public and therefore to patients and their families; also includes costumed characters as these would be well known to children and young people.
- **Media** – journalists or other representatives of print or broadcast media organisations i.e. newspapers or television. This category will also include associated technical or creative people such as camera / sound crews, or photographers.

## 2 Main Document Requirements

**All visits whether one off or long term arrangements by celebrity / VIP must be agreed by the Director of Strategy.**

All requests for celebrity visits must be made to the Communications Team either verbally or in writing. All visits by media, VIPs or celebrities are to be arranged and managed by the Communications Team.

This procedure requires that one-off or short-term 'sanctioned' visitors are always accompanied throughout their visit. Visitors must be accompanied by someone from the ward or service area where the visit is taking place or the Fundraising Team.

Visit supervision may be delegated to local clinical teams if appropriate.

The procedure requires that 'sanctioned' visitors who visit for extended periods of time, such as documentary film crews, or who visit on repeated occasions, such as a charity patron or celebrity linked with a particular service, are DBS checked and authorised and are always accompanied throughout their visit to the Trust.

Visitors must be accompanied by someone from the ward or service area where the visit is taking place or the Fundraising Team. Visit supervision may be delegated to local clinical teams if appropriate.

Access by other 'sanctioned' visitors will be authorised and overseen by local clinical leaders, for example Ward Managers or Matrons and managed by the relevant service/department or the Fundraising Team.

If an individual or team is approached directly by a celebrity or VIP the employee must contact the Communications Team as the visit must be arranged, handled and managed by the Communications Team and agreed by the Director of Strategy.

### 2.1 Before Visits

In advance of any VIP/celebrity or media visit the Communications Team will liaise with the relevant clinical area to ensure that it is clinically appropriate to visit the area on the proposed dates.

For celebrity visits, a nominated member of the Communications Team will work with the clinical lead for the area to ensure that the proposed celebrity is appropriate and relevant to the age and interests of the patients and their healthcare needs.

The details of any arrangements made should be logged by the clinical lead using Appendix B - Sanctioned Visitor Events – Record of Arrangements Form.

The Communications Team will alert the Trust security team to all VIP and celebrity visitors as soon as possible.

Once any visit is confirmed the clinical lead for the relevant area will be notified. On the day prior to the visit, or the morning of the visit if there is time, the ward will be contacted by the Communications Team to ensure that there are no reasons the visit should not happen as planned.

Before the visit, any VIP or celebrity visitor will be advised that if they have any infectious condition they should not visit the Trust.

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Celebrities and VIP visitors will be advised in advance to make frequent use of the alcohol hand sanitizers.

If a VIP or celebrity turns up without any prior notice and is not on a private visit to see a patient, the Communications Team must be notified immediately.

The visitor should be held in reception or at the ward nursing station until a member of the Communications Team arrives. Only the Director of Strategy or the Associate Director of Strategy can approve this visit.

If an unplanned visit occurs outside 09:00 to 17:00 hours the clinical lead for the area should check with the On Call Site Manager as to whether the visit has been authorised and advise as to whether the visit is clinically appropriate.

## 2.2 Arrival at the Site

Upon arrival at the site the visitor will be met by a Trust employee. This will normally be a member of the Communications Team and the relevant clinical leader.

Sanctioned visitors should be met at a main reception area of the site and then escorted to the pre-arranged clinical areas where the visit will take place.

## 2.3 During Visits

A Trust representative, this will usually be a member of the Communications Team/the Fundraising Team and the relevant clinical leader must remain with the sanctioned visitor throughout the visit until they are escorted from the site.

If it is necessary for another representative to take over, this fact must be logged as part of the formal record of the visit using Appendix B - Sanctioned Visitor Events – Record of Arrangements Form.

Sanctioned visitors who do not have appropriate checks and authorisation must not be left unaccompanied at any time.

## 2.4 Ward / Department Protocol

The Communications Team member or the relevant clinical leader will ensure that all appropriate ward protocols, including Infection Prevention and Control (IP&C) are observed by the VIP, celebrity, media or volunteer.

The clinical lead of the service where the visit is taking place will ensure that appropriate details of the visit are recorded and retained, and can be made available for inspection, e.g. sanctioned visitor names, times of visit, areas visited.

A record (Appendix B - Sanctioned Visitor Events – Record of Arrangements Form) must be kept to verify that the visit was managed properly and that no incidents took place.

Any risks or incidents must be reported through the normal process, see Incident Management Policy (Ref 1) for reporting incidents and the How to Assess Risk Policy and Procedure (Ref 2) for assessing and creating a risk.

## 2.5 Confidentiality

All sanctioned visitors will be reminded that what they witness is private, and must abide by the Data Protection Act 1998 (Ref 6) and unless given express permission to do so by the patient or their next of kin if relevant, should not be discussed in public upon leaving the hospital.

## 2.6 Employee Conduct

It is expected that employees demonstrate professionalism whilst carrying out the duties of their role in accordance with the Trust STAR values of Service, Teamwork, Ambition and Respect.

During VIP and celebrity visits, they should continue in their roles as usual while supporting the visit where appropriate.

Sanctioned visitors to ward areas should always be greeted appropriately and treated respectfully throughout their visit.

Employees must not approach celebrities on wards, corridors or other areas of the hospital unless advised to do so by the Communications Team, this includes asking for photographs and autographs. During visits, employees should not be present on wards unless required to be there in a work-related capacity.

## 3 Monitoring Compliance and Effectiveness of Implementation

The arrangements for monitoring compliance are outlined in the table below: -

Measurable policy objectives	Monitoring or audit method	Monitoring responsibility (individual, group or committee)	Frequency of monitoring	Reporting arrangements (committee or group the monitoring results is presented to)	What action will be take if gaps are identified
Monitoring will be on-going and will include compliance with procedures outlined within this procedure together with feedback from staff and those involved in the visit.	Compliance will be measured by matching reported events against monthly media coverage, alongside feedback from those involved in the visit.	Head of Communications and Engagement	Ongoing	Performance, People and Place Committee	If non-compliance is observed (i.e. visits take place which do not follow the correct procedure) these will be raised by the Head of Communications and Engagement with the Director of Strategy or Associate Director of Strategy

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## 4 Duties and Responsibilities of Individuals and Groups

### 4.1 Chief Executive

The Chief Executive is ultimately responsible for the implementation of this document.

### 4.2 Ward Managers, Matrons and Managers for Non Clinical Services

All Ward Managers, Matrons and Managers for Non Clinical Services must ensure that employees within their area are aware of this document; able to implement the document and that any superseded documents are destroyed.

### 4.3 Document Author and Document Implementation Lead

The document Author and the document Implementation Lead are responsible for identifying the need for a change in this document as a result of becoming aware of changes in practice, changes to statutory requirements, revised professional or clinical standards and local/national directives, and resubmitting the document for approval and republication if changes are required.

### 4.4 The Director of Strategy

The Director of Strategy must approve all celebrity / VIP visits.

### 4.5 Head of Corporate Communications and Engagement

The Head of Corporate Communications and Engagement will:

- Ensure all media and celebrity / VIP visits are handled effectively and responsibly, providing briefings as required to executive leads and other stakeholders on media activity and celebrity / VIP visits and their potential impact.
- Alert security to all media and VIP / celebrity visitors to the hospital.

### 4.6 Voluntary Services Manager

The Voluntary Services Manager will:

- Ensure all volunteers are authorised and properly managed for working in the hospital.
- Ensure all volunteers working in the organisation will be appropriately vetted, trained and inducted.

### 4.7 Director of Estates and Facilities

The Director of Estates and Facilities will ensure that all contractors on site are appropriately checked and authorised in line with the Safe Working for Contractors Procedure (Ref 3)

There is already a process for authorising contractors to work on site. This procedure highlights the responsibility of Trust staff to check identification/authorisation of contractors in clinical and patient areas. All contractors should carry official Trust identification badges.

### 4.8 The Fundraising Team

The Fundraising team will:

- Arrange celebrity visits on behalf of Brighter Futures and ensures that all procedures outlined in this document are followed.

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- Notify the Head of Corporate Communications and Engagement about visits.
- Ensure all celebrities are escorted appropriately throughout their visits.
- Agree access for upcoming visits with local clinical employees who will arrange access to ward areas and inform communications of their discussions.

## 4.9 Security

Security will:

- Provide support during visits as required and as agreed with the Communications Team.
- Carry out risk assessments prior to the visit with advice from the Communications Team to determine the appropriate level of additional resources or control measures required. If appropriate liaise with local police or Royal Protection Officers.
- Risk assessment should include the likelihood of uninvited press photographers and followers or fans potentially attracted by the presence of a celebrity or VIP.
- If disruption to hospital business or clinical care is judged likely, then a senior employee may advise that the visit is inappropriate, suggesting a postponement or cancellation.

## 5 Further Reading, Consultation and Glossary

### 5.1 References, Further Reading and Links to Other Policies

The following is a list of other policies, procedural documents or guidance documents (internal or external) which employees should refer to for further details:

Ref. No.	Document Title	Document Location
1	Incident Management Policy	T:\Trust-wide Documents
2	How to Assess Risk Policy and Procedure	T:\Trust-wide Documents
3	Safe Working for Contractors Procedure	T:\Trust-wide Documents
4	Recommendations for the NHS and government following the investigations into the activities of Jimmy Saville relating to the NHS.	<a href="https://www.gov.uk">https://www.gov.uk</a>
5	Sir David Nicholson letter to all NHS organisations in light of the recent abuse allegations against Jimmy Saville DH Gateway number: 18350 13 November, 2012.	<a href="https://www.gov.uk">https://www.gov.uk</a>
6	Data Protection Act 1998	<a href="https://www.gov.uk">https://www.gov.uk</a>

## 5.2 Consultation Process

The following is a list of consultees in formulating this document and the date that they approved the document:

Job Title / Department.	Date Consultee Agreed Document Contents
Head of Corporate Communications and Engagement	30/09/2019
Acting CEO, Director of Strategy	12/09/2019
Chief Nurse	18/09/2019
Head of Estates and Facilities	25/10/2019
Serco Security	25/10/2019
Associate Director, Brighter Futures	20/09/2019

## 6 Equality Impact Assessment

An Equality Impact Assessment (EIA) has been completed for this document and can be found at Appendix A.

## Appendix A - STAGE 1: Initial Screening For Equality Impact Assessment

At this stage, the following questions need to be considered:			
1	What is the name of the policy, strategy or project? Access for Sanctioned Visitors Procedure		
2.	Briefly describe the aim of the policy, strategy, and project. What needs or duty is it designed to meet?  This policy aims to enable the facilitation of celebrity/VIP visits where appropriate, whilst ensuring the ongoing protection of the wellbeing, dignity and privacy of patients, and their families/carers and employees. The policy also aims to ensure that visits do not have a detrimental effect on the provision of clinical care.		
3.	Is there any evidence or reason to believe that the policy, strategy or project could have an adverse or negative impact on any of the nine protected characteristics (as per Appendix A)?		<b>No</b>  No
4.	Is there evidence or other reason to believe that anyone with one or more of the nine protected characteristics have different needs and experiences that this policy is likely to assist i.e. there might be a <i>relative</i> adverse effect on other groups?		<b>No</b>  No
5.	Has prior consultation taken place with organisations or groups of persons with one or more of the nine protected characteristics of which has indicated a pre-existing problem which this policy, strategy, service redesign or project is likely to address?		<b>No</b> No – no organisations or groups of persons have indicated a pre-existing problem with this policy

Signed by the manager undertaking the assessment	Tim Edmonds
Date completed	4/11/19
Job Title	Head of Communications and Engagement

On completion of Stage 1 required if you have answered YES to one or more of questions 3, 4 and 5 above you need to complete a [STAGE 2 - Full Equality Impact Assessment](#)

## Equality Impact Assessment

### Are we Treating Everyone Equally?

Define the document. What is the document about? What outcomes are expected?

Consider if your document/proposal affects any persons (Patients, Employees, Carers, Visitors, Volunteers and Members) with protected characteristics? Back up your considerations by local or national data, service information, audits, complaints and compliments, Friends & Family Test results, Staff Survey, etc.

If an adverse impact is identified what can be done to change this? Are there any barriers? Focus on outcomes and improvements. Plan and create actions that will mitigate against any identified inequalities.

If the document upon assessment is identified as having a positive impact, how can this be shared to maximise the benefits universally?

### Our Vision

Working together with our partners in health and social care, we will deliver accessible, personalised and integrated services for local people whether at home, in the community or in hospital empowering people to lead independent and healthier lives.



Trust Equality and Diversity Objectives			
Better health outcomes for all	Improved patient access & experience	Empowered engaged & included staff	Inclusive leadership at all levels

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## Appendix B - Sanctioned Visitor Events – Record of Arrangements Form

One form to be completed per visit by the clinical lead for the area to be visited. The form should be retained by the clinical lead of visit and a copy shared with the Communications Team.

<b>Record of arrangements form</b>	
Sanctioned visitor (Name of visitor and role i.e. Member of Parliament (MP), celebrity etc.)	
Name and location of clinical area (Ward or department to be visited)	
Date of visit (dd/mm/yyyy)	
Purpose of visit (summary of reason for visit)	
Details of visit (e.g. itinerary or schedule including times)	
Authorisation (name and job title of person authorising visit)	
Trust representative (name and job title of person accompanying sanctioned visitor)	
Risk assessment (supplementary sheet if appropriate)	
Unmitigated risks (please explain, if relevant)	
Sign off (Form should be signed by Director of Strategy, Head of Corporate Communicaitons and Engagement and clinical lead who accompanied sanctioned visitor).	

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