

**APPROVED VISITOR POLICY**

**Version 1.2**

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## Document History

Version	Issue	Reason for change	Authorising body	Date
1	0	New Policy	Trust Board	28/05/14
1.1	0	Amendments from Trust Board	Trust Board	04/06/14
1.2	1	Clarification on types of visitor and links to other Trust policies	Trust Board	8/10/15

## Associated documents

BHT Ref	Title	Location/Link
BHT Policy 082	Trust Security policy	<a href="http://swanlive/sites/default/files/trust_security_policy_bht_pol_082.pdf">http://swanlive/sites/default/files/trust_security_policy_bht_pol_082.pdf</a>
BHT001	Volunteer policy	<a href="http://swanlive/sites/default/files/volunteer_procedure_bht_hr52.pdf">http://swanlive/sites/default/files/volunteer_procedure_bht_hr52.pdf</a>
BHT 020	Policy for company/commercial representatives	<a href="http://swanlive/sites/default/files/rep_policy.pdf">http://swanlive/sites/default/files/rep_policy.pdf</a>
BHT Pol 094	Management of external agency visits, inspections and accreditations	<a href="http://swanlive/sites/default/files/an_organisation-wide_document_for_the_management_of_external_agency_visits_inspections_and_accreditations_bht_pol_094.pdf">http://swanlive/sites/default/files/an_organisation-wide_document_for_the_management_of_external_agency_visits_inspections_and_accreditations_bht_pol_094.pdf</a>
BHT Pol 128	Recruitment and selection policy and procedure	<a href="http://swanlive/sites/default/files/recruitment_policy_v8_1_jan_2012_0.pdf">http://swanlive/sites/default/files/recruitment_policy_v8_1_jan_2012_0.pdf</a>
BHT Pol 050	Infection control policy	<a href="http://swanlive/policies-guidelines/infection-prevention-control">http://swanlive/policies-guidelines/infection-prevention-control</a>
BHT Pol 129	Media Policy	<a href="#">Swanlive Intranet/Policies and Guidelines/Policies and Strategies/Corporate</a>
BHT Pol 193	Social Media policy	<a href="http://swanlive/sites/default/files/social_media_policy-bht_pol_193.pdf">http://swanlive/sites/default/files/social_media_policy-bht_pol_193.pdf</a>
BHT Pol 179	VIP policy	<a href="http://swanlive/sites/default/files/hyperlink-vip_policy-bht_pol_179.pdf">http://swanlive/sites/default/files/hyperlink-vip_policy-bht_pol_179.pdf</a>
BHT Pol 092	Whistle Blowing and Raising Concerns Policy and	<a href="http://swanlive/sites/default/files/whistleblowing_raising">http://swanlive/sites/default/files/whistleblowing_raising</a>

	<b>Procedures</b>	<a href="#">_a concern bht pol 092.pdf</a>
<b>BHT Pol 032</b>	<b>Discipline Policy and Procedures</b>	<a href="http://swanlive/sites/default/files/disciplinary_policy_procedure_bht_pol_032.pdf">http://swanlive/sites/default/files/disciplinary_policy_procedure_bht_pol_032.pdf</a>
<b>BHT Pol 019</b>	<b>Code of Business Conduct for Trust Staff &amp; Members of the Board Policy</b>	<a href="http://swanlive/sites/default/files/code_of_business_conduct_for_trust_staff_and_board_members_bht_pol_19.pdf">http://swanlive/sites/default/files/code_of_business_conduct_for_trust_staff_and_board_members_bht_pol_19.pdf</a>
	<b>Emergency plan, available at</b>	<a href="http://swanlive/policies-guidelines/emergency-planning-business-continuity">http://swanlive/policies-guidelines/emergency-planning-business-continuity</a>
<b>BHT S016</b>	<b>Communications Strategy</b>	On request from the Communications Department

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## 1. Summary

- 1.1. Visits from celebrities, VIPs or other special guests to the Trust play a significant role in promoting our services, enhancing patient experience and raising staff morale. Positive media coverage of these visits is important in building and maintaining public confidence in the Trust and our services. We therefore attempt to accommodate such visits wherever possible for the benefit of patients, staff and the Trust.

In doing so however we recognise that the safety, security, privacy and dignity of patients and staff are paramount.

Through this policy arrangements are in place to accommodate approved visitors with the minimum amount of disruption and no detrimental affect on the clinical care of patients or ability of staff to deliver high-quality care.

## 2. Purpose

- 2.1. The purpose of this policy is to ensure that there is no risk to the reputation of the Trust or the safety and security of patients or staff on occasion of visits to Trust premises by approved visitors.

This policy recognises that most visits by approved visitors will be one-off events which make standard safeguarding arrangements such as DBS checks inappropriate.

All visits to the Trust by approved visitors must be organised and managed in accordance with this policy.

## 3. Principles

- 3.1. The policy has been created to:
- Ensure staff behave in a way which is consistent with the values of the Trust
  - Protect the reputation of the Trust
  - Protect the confidentiality of our staff and patients and approved visitors

## 4. Definitions

- 4.1. Approved visitors are defined as those who have been invited or have been approved to visit the Trust, including any or all of its premises, for an official purpose or for the benefit of patients, staff, the Trust or the NHS.

These may include:

- **VIPs**  
National and international MPs, local elected representatives, ambassadors, Royal family, patrons, civil servants.

- **Celebrities**  
Famous and/or high profile figures from sport, TV, film or music who can be considered well known, including costumed characters.
- **Media**  
Representatives of local, national and international media including journalists, photographers and camera crews.
- **Fundraisers/benefactors/charities**  
Celebrity and non-celebrity people (individuals and groups/organisations) who raise funds or donate money or goods to the Trust including individual wards or appeals
- **Non-celebrity entertainers/visitors**  
Individuals or groups who visit the Trust to entertain in- or out-patients.

- 4.2. This policy is not concerned with people visiting friends and/or family in hospital.
- 4.3. **Public areas** are defined as any area of Trust property which is accessible to the general public such as reception, catering and retail areas.
- 4.4. **Restricted areas** are defined as any area of Trust property which is not accessible to the general public, which requires a secure staff pass to gain entry, or in which clinical care is provided such as wards, clinics and theatres.

## 5. Roles and responsibilities

- 5.1. Managers are responsible for ensuring employees are aware of this policy and that it is implemented in their areas. Managers are also responsible for taking appropriate action if the policy has not been adhered to.
- 5.2. Staff are responsible for complying with this policy and behaving in an appropriate way in relation to approved visits.
- 5.3. Specific roles and responsibilities in relation to approved visits are as follows:

### **Executive Directors**

- Liaise with the Assistant Director for Communications and other colleagues as appropriate to develop and maintain the approved visitor policy and ensure it is delivered appropriately.

### **Assistant Director of Communications**

- Maintain and monitor the approved visitor policy and ensure relevant parts of the Trust are made aware of their responsibility to notify the communications team of any proposed visits covered by this policy
- Approve, in consultation with the executive team and clinical leads, visit requests
- Ensure all approved visits are handled effectively and responsibly

- Brief the executive team and other internal and external stakeholders, as appropriate, on approved visits and their potential impact
- Alert executive team, Trust security other relevant teams to all approved visitors to the Trust

#### **Chief Nurse**

- Ensure patient safety and providing advice in this area to the Assistant Director of Communications in relation to this policy

#### **Director of HR**

- Ensure that volunteers and those on honorary contracts are authorised and properly managed for working in the hospital in line with existing procedures

#### **Director of Estates**

- Ensure that all contractors on site are appropriately checked and authorised in line with existing procedures

#### **Director of Finance**

- Ensure that all relationships with commercial organisations and visits from their sales representatives are authorised and managed in line with existing procedures

#### **Security**

- Support during visits as required and as agreed with the communications team
- Together with the communications team, carry out risk assessments prior to the visit and, if appropriate, liaise with local police, Royal Protection Officers or other relevant teams/organisations

#### **All staff**

- Act in accordance with this policy and support visits to their area by representing the Trust appropriately
- Act in accordance with all other policies to maintain staff, patient and approved visitor confidentiality

#### **Volunteers**

- Have appropriate checks and authorisation to work and carry and display Trust identification badges at all times
- Act in accordance with all other policies to maintain staff, patient and approved visitor confidentiality
- The volunteer policy is available in the policies and guidelines section of the intranet <http://swanlive/policies-guidelines/policies-and-strategies>

## **6. Policy and procedures**

6.1. The following policy and procedures should be adhered to for all approved visits to the Trust.

### **6.2. Pre visit**

All requests for an approved visit must be made to the communications team on **ext 4959 (AMH)** or email [communications@buckshealthcare.nhs.uk](mailto:communications@buckshealthcare.nhs.uk)

**Any member of staff, director and/or clinical lead, ward or department arranging a visit must first liaise with the communications team before approving the visit.**

The communications team will liaise with the relevant clinical lead and/or director and consider the appropriateness of the proposed visit considering:

- Patient and staff needs and interests
- Timing
- Venue
- Clinical issues, including infection risks
- Conflicts of interest

All VIP visits will be discussed with the chief executive office for approval.

If a visit is not approved, the communications team will inform the person (internal or external) making the request giving appropriate reasons for the declination.

If the visit is approved the communications team will establish the resource required to support the visit and will work with the relevant individual, clinical lead and/or director to make arrangements for the visit. If required this may include:

- Drafting a programme
- Conducting a risk assessment
- Liaise with security
- Liaise with estates for car parking (VVIP only)
- Liaise with catering
- Liaise with relevant Trust colleagues and external and/or partner organisations on detailed arrangements
- Develop an appropriate invitation list
- Arrange media activity (if appropriate)
- Internally communicate the visit

Some visits will not require the arrangements to be supported by the communications team (ie: non-celebrity donation of funds or goods to a ward or visit from children's entertainer). However, these are still visits which require approval and must follow this policy and other relevant policies.

### 6.3. **During visit**

On arrival, VIPs will be met in a public area by a director and/or clinical lead as representative of the Trust. All other visitors will be met in a public area by a member of the communications team or other member of Trust staff.

For non-VIP/non-celebrity visits it is the responsibility of the host department to arrange a "visitor badge" which must be handed in again at the end of the visit. This could be as simple as a dated sticky label.



If a visitor arrives without prior notice and is not on a private visit to see a relative or friend who is a patient, the communications team should be notified immediately. The visitor should be held in a public area until a member of the communications team arrives.

One-off approved visitors must be accompanied at all times in public and restricted areas throughout the visit. This will be undertaken by a member of the communications team or a member of Trust staff.

During the visit the approved programme and agreed security arrangements should be strictly adhered to and all approved visitors must adhere to the appropriate ward protocols, including infection control, as directed by the clinical lead.

If it is required that photographs or filming be taken during the visit for Trust purposes the communications team must be informed before the visit. If patients are to be included in the photographs all relevant Trust consent forms must be signed. If the visitor(s) is to be included in the photographs verbal consent must be obtained at a minimum.

Approved visitors who will have more than one visit or an ongoing relationship with the Trust which results in multiple visits e.g. long-term fundraisers, and have undergone appropriate safeguarding checks, may be left unaccompanied in public areas, subject to the terms of a signed agreement relevant to the circumstances. The relevant policy must be adhered to in this situation (see page 2 for details). These visitors will not be met by the communications team but by the department related to their activities who should accompany them in restricted areas.

### ***Confidentiality***

Prior to all approved visits, visitors will be informed by the communications team of the appropriate confidentiality and consent requirements for patients and staff as well as themselves, and will be expected to abide by them during and after the visit.

This includes ensuring the visitor(s) obtain appropriate consent for all images, still and moving, for use in all media, including social media, to protect patient, staff and approved visitor identity. Trust consent forms must be used by the communications team for any photographs, filming or recording of patients, their visitors or members of the public. Consent forms are held by the communications team.

### ***Staff behaviour***

During approved visits staff are reminded that as employees they are representatives of the Trust and must therefore behave appropriately at all times. Staff should continue in their roles as normal while supporting delivery of the visit where necessary, treating all visitors respectfully at all times.

Staff are expected to respect confidentiality of visitors as well as patients and colleagues. This includes obtaining appropriate consent for all images, still and moving, for use in all media, including social media, to protect patient, staff and approved visitor identity.

## **6.4. Post visit**

Following an approved visit the communications team will ensure:

- The visit has been accurately logged
- Where appropriate internal and external promotion is undertaken
- Appropriate letter(s) of thanks are issued to visitor on behalf of the Trust
- A debrief is undertaken with all relevant stakeholders to consider any lessons learnt from the visit

## **7. Breaches of policy**

- 7.1. Staff who become aware of a breach of this policy should alert the communications team on 01494 734959 and raise the issue with their line manager.
- 7.2. Line managers should seek to resolve the issue informally before escalating to Human Resources for further support if required.
- 7.3. The communications team must be informed for audit reasons.

## **8. Proposed dissemination**

- 8.1. This policy document is available on the Trust intranet and circulated via the staff bulletin.
- 8.2. Advice on this policy is available from the communications team on **ext 4959 (AMH) or email [communications@buckshealthcare.nhs.uk](mailto:communications@buckshealthcare.nhs.uk)**.

## **9. Monitoring arrangements**

- 9.1. A central log of approved visit requests and outcomes is kept and managed by the communications team.
- 9.2. A quarterly report of visit requests and those undertaken is presented to the Board.
- 9.3. It is every individual's responsibility to report any behaviour which breaches this policy.