

VISITORS' POLICY

| | | POLICY |
|---|---|--------|
| Reference | GV/008 | |
| Approving Body | Executive Team Meeting | |
| Date Approved | 5 th January 2022 | |
| For publication to external SFH website | Positive confirmation received from the approving body that the content does not risk the safety of patients or the public: | |
| | YES | NO |
| | | N/A |
| Issue Date | January 2022 | |
| Version | Version 3 | |
| Summary of Changes from Previous Version | New version of the current Media, Public Relations and VIP Visitor's Policy which follows the correct protocol and guidance | |
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| Document Category | Governance | |
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| Author (Position & Name) | Associate Director of Communications | |
| Lead Division/ Directorate | Corporate | |
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| Position of Person able to provide Further Guidance/Information | Associate Director of Communications | |
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APPENDICIES

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1.0 INTRODUCTION

- 1.1 The purpose of this policy is to inform all staff at Sherwood Forest Hospitals NHS Trust about the procedures for organising and undertaking visits to the hospital for VIPs and celebrities; volunteers, approved visitors and media (refer to section 4.0 for definitions).
- 1.2 All visits to SFH by VIPs and celebrities must be organised and managed in accordance with the procedures outlined in this policy.
- 1.4.1 If the VIP or celebrity is a patient please refer separately to the Confidentiality Policy.
- 1.4 Celebrity visits play a significant role in enhancing our patients' experience and motivating our staff.
- 1.5 Although the Trust aims to accommodate these visits wherever possible, it recognises its responsibility to protect the privacy of patients, families and staff. It also recognises the need to ensure any such visits do not have a detrimental effect on the Trust, or a section of the Trust's, ability to provide clinical care.
- 1.6 In view of the above, the Trust will take practical measures to:
- Handle external visits safely and minimise the disruption they may have on the hospital site
 - Advise staff of potential visits in their areas where appropriate and work with them to minimise the impact of visits on wards
 - Ensure robust procedures are in place to organise and manage external visits while providing the very best patient experience.
- 1.7 This policy is in line with national recommendations released in Kate Lampard's 'Lessons Learnt' report from February 2015 which was conducted in light of the abuse allegations against Jimmy Savile.

2.0 POLICY STATEMENT

- 2.1 Ensure that staff are aware of the correct procedures for organising visits at the hospital site.
- 2.2 Build awareness amongst all staff in the organisation of their responsibilities in ensuring that visits are handled efficiently.
- 2.3 Prioritise full consideration of patients, families and staff when arranging and undertaking visits.
- 2.4 Ensure compliance with all other Trust policies and procedures, with particular notice to any restrictions to general visiting and infection prevention and control measures that may be in place locally or Trust-wide. For example, during the Covid-19 pandemic of 2020-2022 when visiting was limited.

3.0 DEFINITIONS/ ABBREVIATIONS

- 3.1 VIPs: Key stakeholders including a member of the Royal family, military, MPs, elected individuals (councillors and Mayors), overseas dignitaries, senior representatives of organisations including other NHS Trusts and overseas health organisations, members of Healthwatch, or Health Overview and Scrutiny Committee.
- 3.2 Celebrities: Celebrity in this document refers to a famous/high profile figure, who might be well known to the public, especially in entertainment or sport; also includes costumed characters as these would be well known to children and young people.
- 3.3 Public areas: In this document public areas refer to any location in any hospital that is accessible by the general public and does not have a secure door to gain entry. These would include main reception, outpatients, the Faith Centre, catering and retail areas; and areas outside such as nature reserve, courtyards and car parks.
- 3.4 Clinical areas: Any area of the hospital in which clinical care is provided to inpatients or outpatients. This would include all wards, theatres, departments and clinics. It also includes any area associated with healthcare or the business of the Trust which has a secure door or requires a hospital pass or staff member to gain entry.
- 3.5 Volunteers: People who give their time and experience freely, to support the business of the Trust for the benefit of patients, staff or the Trust
- 3.6 Approved visitors: Individuals or groups who are invited or who have approval for an official purpose or for the benefit of patients. Staff, the Trust, or the NHS.
- 3.7 Media: Journalists and other representatives of print, broadcast and social media i.e. newspapers, radio and television. This category will also include associated technical or creative people such as camera/sound crew, or photographers.
- 3.8 Patients: Those being treated at any of the Trust sites. All are classed as vulnerable regardless of age, gender (including transgender), race, sexual orientation, disability or religious beliefs, marital/civil partnership status.

4.0 ROLES AND RESPONSIBILITIES

- 4.1 The Trust: The Trust must provide robust procedures for managing and handling visits to the Trust from VIPs and celebrities.
- 4.2 **Head of Communications:**
 - 4.2.1. Has overall responsibility for ensuring all visits are handled effectively and responsibly.
 - 4.2.2. Acts as Trust contact for all VIP and celebrity visits and ensures the correct procedures are followed.

- 4.2.3. Liaises with the Charity and Community Involvement offices to ensure celebrity visits are managed and organised as effectively as possible.
- 4.2.4. Briefs Executive Office and other appropriate audiences on VIP and celebrity visits and their potential impact when appropriate.
- 4.2.5. Alerts Trust security to all VIP and celebrity visitors to the hospital.

4.3 Community Involvement Manager

- 4.3.1. Arranges VIP and celebrity visits on behalf of the Trust charity and Community Involvement and ensures that all procedures outlined in this policy are followed.
- 4.3.2. Notifies the Head of Communications about expected visits. The Head of Communications will then take responsibility for pt. 4.2.4 and 4.2.5 with regards to these visits.
- 4.3.3. Ensures all VIP and celebrities are escorted appropriately throughout their visits.
- 4.3.4. Informs the relevant ward staff about upcoming visits to arrange access to ward areas.
- 4.3.5. Arranges visits by volunteers on behalf of SFH and ensures that all procedures outlined in this policy are followed.
- 4.3.6. Notifies the Head of Communications about expected visit and work with them if necessary.
- 4.3.7. Informs the relevant ward staff about upcoming visits to arrange access to ward areas.

4.4 Heads of Nursing/Lead Nurses/Ward Managers/Play team:

- 4.4.1. Support the Communications team in organising visits to their areas.
- 4.4.2. Ensure all staff adhere to this policy.
- 4.4.3. Support families and patients during visits.

4.5 Security:

- 4.5.1. The Trust Local Security Management Specialist (LSMS) and security team will liaise with the local police, those responsible for the VIP security, the communications team, the estates department, health and safety risk manager and local authority where appropriate for the visit.

- 4.5.2. Before a VIP visit, the LSMS will be required to ensure that access to the Trust is secure, outline the safest route to the point of the visit, ensuring that external access to this, route is minimised and that staff and patients who wish to see the VIP will not block the emergency exit, ensure that any unoccupied/unallocated rooms or office space on the route are checked and locked, brief security staff on procedures to be followed if it becomes necessary to remove a person from the site, advise the local police control room of the visit and any security concerns, liaise with the relevant managers to confirm which staff will be working in areas that and that they will be included in the visit and ensure that they have ID cards.
 - 4.5.3. The Trust LSMS and security team to provide support during visits as required and as agreed with the Communications team.
 - 4.5.4. They will also be responsible for the removal of individuals if necessary during VIP visits, if they are or appear to be posing a threat.
 - 4.5.5. Post event the LSMS will conduct a review, in conjunction with the stakeholders involved in the event. This should evaluate the success or otherwise of all aspects of the security procedures deployed.
 - 4.5.6. If a review highlights examples of best practice, it should be forwarded to the relevant senior management teams.
- 4.6. **All staff members:**
- 4.6.1. Must ensure that they act in accordance with this policy.
 - 4.6.2. Will support visits to their areas and represent the Trust correctly by acting professionally at all times.

5.0 APPROVAL

Executive Management Team

6.0 DOCUMENT REQUIREMENTS

- 6.1. **Overview:**
- 6.1.1. All visits by VIPs or celebrities are to be handled and managed by a member of the Communications team unless organised and agreed with Community Involvement Manager.
- 6.1.2. All requests for a celebrity/VIP visit should be submitted to the Head of Communications by completing the form 14.2 (appendix 14.2). If the visit relates to fundraising or charity activity the form will be passed to the Community Involvement Manager to manage.

6.1.3. If an individual or team is approached privately by a celebrity or VIP the visit must be approved by, and organised through, the Communications team, following the same steps outlined in part 6.1.2.

6.2. Prior to the visit:

- 6.2.1. In advance of the visit the Communications Team or Community Involvement Team will liaise with the relevant clinical areas to ensure that it is clinically appropriate to visit the areas on the proposed dates. For celebrity visits the Communications or Community Involvement team will work with the ward staff, particularly the play team, to ensure that the proposed celebrity is appropriate and relevant to the age and interests of the patients.
- 6.2.2. The Head of Communications will alert the Trust security team to all VIP and celebrity visitors as soon as the Head of Communications is aware.
- 6.2.3. All details of any visit should be cascaded to the relevant Trust staff and volunteers a minimum of 24 hours before the visit occurs.
- 6.2.4. If a visit is confirmed at less than 24 hours' notice, then the cascading process should take place as soon as possible with the Head of Communications or Community Involvement Manager informing security and all other relevant parties.
- 6.2.5. If a VIP or celebrity turns up without any prior notice and is not on a private visit they should be held in reception until a member of the communications team arrives.
- 6.2.6. If a visit occurs outside normal working hours and especially at weekends the member of the Communications Team or Community Involvement team or accompanying the visit should check with the area and/or ward staff on day of visit to ensure it remains clinically appropriate.

6.3. Visitor numbers:

- 6.3.1. The Communications Manager and Community Involvement Manager will ensure that the number of members in any visitor party should be kept to a minimum to cause the least amount of disruption to clinical areas as possible
- 6.3.2. Specifically no party should have any more than 10 people (including communications and community involvement staff), except in exceptional circumstances by prior agreement by the Head of Communications or Community Involvement Manager.
- 6.3.3. If a party exceeds this number the excess guests will be asked to remain in the public areas of the Trust.
- 6.3.4. The Trust wants to prevent our patients feeling uncomfortable due to unsuitable or large numbers of visitors in their clinical areas.

6.3.5. In addition the Trust wants to protect any younger visitors from witnessing any potentially distressing occurrences during their visit.

6.3.6. If the celebrity is under 18 years of age, the visit would be at the discretion of the Head of Communications in conjunction with the Chief Executive.

6.4. During the visit:

6.4.1. Upon arrival at the Trust, any visitor would be met by their chaperone, who would be a member of the Communication or Community Involvement team. That person would stay with them for the entirety of their visit until they are escorted from the building.

6.4.2. Whilst they are at the hospital at no time would they be left unaccompanied. Any time they are in a patient's room there will be either their communications or community involvement chaperone or a member of staff from the ward, if space does not allow for both.

6.4.3. If a visitor group is large enough to warrant splitting there will be a communications or community involvement chaperone with each group.

6.4.4. The Communication or Community Involvement team will ensure that we adhere to a strict ratio of three visitors to every one DBS checked Trust or charity staff member unless in exceptional circumstances which will be risk assessed and authorised by an executive director.

6.5. Arrival at the Trust:

6.5.1. Most visitors will be met at a pre-arranged entrance when they visit the Trust and then escorted to the pre-arranged clinical areas where the visit will take place.

6.5.2. However some VIPs and celebrities are so well-known that their presence at the Trust might cause major disruption in main reception or might attract media attention outside the buildings. On these occasions the visitor would be brought on site via one of a number of alternate routes. During the visit they would also be kept away from any public areas in the Trust unless the area was relevant to their visit.

6.6. Ward protocols:

6.6.1. Once the visit is confirmed the ward manager is notified.

6.6.2. On the day prior to the visit the ward is contacted to ensure that there are no infection risks or any other contraindications to the visit taking place. A member of the communications or community involvement team would confirm visit with clinical liaison person (ward manager/play specialist) to check whether it was still clinically appropriate.

- 6.6.3. The Communications or Community Involvement team will ensure that any of the ward protocols including infection prevention and control are observed by the VIP or celebrity visitor.
- 6.6.4. Before the visit any VIP or celebrity visitor will be advised that if they have any infectious conditions they should not visit the Trust.
- 6.6.5. Celebrities and VIP visitors will be encouraged to make frequent use of the alcohol hand sanitizers located around the hospital.
- 6.7. Confidentiality:**
- 6.7.1. All staff in the Trust, including those working for partners who are onsite at the time e.g. Medirest, Skanska, should understand that high profile visits must be treated confidentially and often on a 'need to know' basis. This is to enable the visit to take place as smoothly and with as little disruption as possible.
- 6.7.2. Staff will be notified of visits only where appropriate and should not divulge information on these visits to other colleagues, patients, families or external parties.
- 6.7.3. All visitors will be reminded that what they witness is private to each family and unless given express permission to do so by the family should not be discussed in public forums upon leaving the Trust.
- 6.8. Staff behaviour:**
- 6.8.1. Staff are reminded that as employees they are representatives of the Trust and are expected to behave professionally at all times.
- 6.8.2. During VIP and celebrity visits, staff should continue in their roles as usual while supporting the management of the visit where appropriate.
- 6.8.3. Visitors to ward areas should always be greeted warmly by staff and treated respectfully throughout their visit.
- 6.8.4. Staff must not approach celebrities on wards, corridors or other areas of the Trust unless advised to do so by the Communications team. This includes asking for photographs and autographs.
- 6.8.5. During visits, staff should not be present on wards unless required to be there in a work-related capacity. Any staff who are not supposed to be on a ward during a visit will be asked to leave immediately.
- 6.8.6. Once the celebrity has met patients on the ward, it may then be possible for staff members to have a photograph with them, as long as it does not interfere with their clinical duties.

6.9. Other VIP and celebrity visits

6.9.1. Through personal connections a family member may arrange their own private visit to the Trust for a celebrity or VIP. These visits should be treated in the same way that any visitor is treated when coming to visit a patient on a ward, if staff are made aware of the visit.

6.9.2. A family may also arrange for a celebrity visitor to their loved one via one of the 'wish' charities (for example, Rays of Sunshine, Starlight and Make-a- Wish). The Communications team should be informed as soon as the family make staff aware of the visits, so that Trust protocols can be followed.

6.10. Volunteer services:

6.10.1 All volunteers are placed and managed in accordance with the Volunteer Involvement Policy. More information can be found in the Volunteer Involvement Policy.

7.0 MONITORING COMPLIANCE AND EFFECTIVENESS

7.1 This document will be made freely available to staff through the intranet site.

7.2 A link to this document will be circulated to all members of staff.

7.3 This document will also be circulated to PFI partners to make their staff aware of their responsibilities.

7.4 Compliance with this policy will be monitored by the Communications Team.

7.5 Monitoring will be on-going and will include compliance with procedures outlined within this policy together with feedback from staff and those involved in the visit.

7.6 All consent forms to be retained by the Communications Team.

7.7 A log of requests will be retained by the Communications Team.

7.8 Monitoring Table

| Minimum Requirement to be Monitored (WHAT – element of compliance or effectiveness within the document will be monitored) | Responsible Individual (WHO – is going to monitor this element) | Process for Monitoring e.g. Audit (HOW – will this element be monitored (method used)) | Frequency of Monitoring (WHEN – will this element be monitored (frequency/ how often)) | Responsible Individual or Committee/ Group for Review of Results (WHERE – Which individual/ committee or group will this be reported to, in what format (eg verbal, formal report etc) and by who) |
|---|---|--|--|--|
| Report of visit in local media. | Media monitoring | Communications Team or Community Involvement team depending on visit. | Monthly. | Quarterly report goes to Board. |
| Report of visit in staff communications | The Bulletin | Communications Team | Weekly | Goes to all staff |

8.0 TRAINING AND IMPLEMENTATION

8.1 There are no training requirements.

8.2 If staff have queries they should contact the Communications Team in the first instance.

9.0 IMPACT ASSESSMENTS

9.1 This document has been subject to an Equality Impact Assessment, see completed form at Appendix 1

9.2 This document has been subject to an Environmental Impact Assessment and there is no impact.

10.0 EVIDENCE BASE (Relevant Legislation/ National Guidance) AND RELATED SFHFT DOCUMENTS

Evidence Base:

- Sir David Nicholson letter to all NHS organisations in light of the recent abuse allegations against Jimmy Savile DH Gateway number: 18350 13 November, 2012
- Kate Lampard's 'Lessons Learnt' report from February 2015

Related SFHFT Documents:

- Charitable Funds - Fundraising and Receipting Guideline
- Media Policy
- Social Media Policy
- Data Protection, Confidentiality and Disclosure Policy
- Volunteer Service Operational Policy
- NHS Protect guidance – NHS Security Management Service – Security at VIP visits and public meetings.
- Safeguarding Adults Policy
- Safeguarding Children and Young People Clinical Guideline
- Domestic Violence Pathway
- Equality and Diversity Policy

11.0 KEYWORDS

Very Important Person, celebrity, high-profile guests, ministerial, visit, guided, tour.

12.0 APPENDICES

APPENDIX I

12.1 Definitions of volunteers and visitors found within the Trust.

12.1.2 It is the responsibility of the senior/ group management team to seek the appropriate authority for any volunteer or visitor to the clinical areas or public area on the Trust estate even if not listed below.

12.1.3 **Clinical Areas:** Any area of the hospital in which clinical care is provided to inpatients or outpatients. This would include all wards, theatres, departments and clinics. It also includes any area associated with healthcare or the business of the Trust which has a secure door or requires a hospital pass or staff member to gain entry.

12.1.4 **Public Areas:** Any location in the hospital estate that is accessible by the general public and does not have secure entry. These would include reception areas, catering and retail areas; and areas outside such as nature reserve, courtyards and car parks.

| Category | Type | Definition | Managed by | May visit ward/ bedside or spend time with patients | DBS required | Type of Supervision Required Whilst volunteering | Permission required from Ward or Department involved | Send form to be authorised to: | Executive Authority Required |
|--|---|--|---|---|--------------|--|--|--------------------------------|------------------------------|
| Volunteers | People who give their time and experience freely, to support the business of the Trust for the benefit of patients, staff or the Trust | | | | | | | | |
| Volunteer | Regular Volunteer | An individual who volunteers for a set number of hours every week, every fortnight or every month | Ward or Dept (Community Involvement where relating to their activity and supporters) | Y | Y | Line management | Clinical - Matron and lead clinician Non Clinical - Senior manager for area | Community Involvement | N |
| Individuals or groups who are invited or who have approval* for an official purpose of for the benefit of patients. Staff, the Trust, or the NHS. | | | | | | | | | |
| Approved Visitor | Work experience | A position giving an individual, aged 14 years and older, short term experience of employment | Must follow the Trust's HR procedures for this type of support. The Trust's work experience programme is managed through Health Education England at nottsworkeexperience.em@hee.nhs.uk | | | | | | N |
| Approved Visitor | Shadow | A position where an individual shadows a staff member to gain experience to satisfy requirements of a qualification | Must follow the Trust's HR procedures for this type of support | | | | | | N |
| Approved Visitor | Internship | A position of student or trainee who work in a organisation, sometimes without pay, in order to gain work experience or satisfy requirements for a qualification | | | | | | | N |

| | | | | | | | | | |
|-------------------|---|--|--|---|---|---|---|-----------------------|---|
| Approved Visitors | Pharmaceutical representative | A representative of a pharmaceutical company wanting to see patient areas (NB this would not class representative at events hosted/organised by the Trust e.g. in CSB) | Ward or department. | Y | N | Named ward staff member at all times | Clinical - Matron <u>and</u> lead clinician Non Clinical - Senior manager for area | Communications | Y |
| Approved Visitors | One off Organisation Volunteer | An individual or group of individuals that volunteer through a community group, school or company etc. For a specific task | Ward or Department (Community Involvement where relating to their activity and supporters) | N | N | Named ward staff member at all times | Clinical - Matron <u>and</u> lead clinician Non Clinical - Senior manager for area | Community Involvement | N |
| Approved Visitors | One off to provide services and entertainment | An organisation or individual who comes into entertain patients or similar | Ward or Department (Community Involvement where relating to their activity and supporters) | Y | N | Named ward staff member or Healing Arts Coordinator or at all times | Clinical - Matron and lead clinician Non Clinical - Senior manager for area | Community Involvement | N |

| | | | | | | | | | |
|-------------------|-----------------|--|--|-------------------------------------|-------------------------------------|--|--|-----------------------|---|
| Approved Visitors | Mystery Shopper | A person employed incognito to assess the quality of a service | Ward or Department (Community Involvement where relating to their activity and supporters) | Depends on the reason for the visit | Depends on the reason for the visit | Named ward staff member nominated by senior manager who agreed the programme. | Clinical - Matron and lead clinician Non Clinical - Senior manager for area | Community Involvement | Y |
| Approved Visitors | Patron | An honorary position in a Charity or of a service | Ward or Department (Community Involvement where relating to their activity and supporters) | Y | N | A senior manager who will greet, host and escort the individual throughout the visit | Clinical - Matron and lead clinician Non Clinical - Senior manager for area | Communications | Y |
| Approved Visitors | Donor | An individual or organisation including charities who is making/ has made a donation of money or an item, in support of patient care | Community Involvement | N | N | Community Involvement staff member | Clinical - Matron and lead clinician Non Clinical - Senior manager for area | Community Involvement | N |

| | | | | | | | | | |
|-------------------|---|---|--|---|---|--|--|-----------------------|---|
| Approved Visitors | Fundraiser | An individual or organisation who is undertaking an event or activity to raise money for a ward or department. This may be to visit an area to see what they are/they have raised money for; or to take part in an activity organised by Community Involvement. | Community Involvement | N | N | Community Involvement staff member | Clinical - Matron and lead clinician Non Clinical - Senior manager for area | Community Involvement | N |
| Approved Visitors | Past patient/family | Someone who was previously a patient (or is the relative of someone who was once a patient) who visits the ward | Depending on the circumstances either Community Involvement (if donating) or Communications (if they want media involvement). For visits which do involve either donations or media then please checked with either Community Involvement or Communications first. | | | | | | N |
| VIPs | Key stakeholders including a member of the Royal family, military, MPs, elected individuals (councillors and Mayors), overseas dignitaries, senior representatives of organisations including other NHS Trusts and overseas health organisations, members of Healthwatch, or Health Overview and Scrutiny Committee. | | | | | | | | |
| VIPs | Dignitary | A person of high rank including civic, political and military sector and royalty (inc lord lieutenant); | Ward or Department (Community Involvement where relating to their activity and supporters) | Y | N | A senior manager who will greet, host and escort them throughout the visit | Clinical - Matron <u>and</u> lead clinician Non Clinical - Senior manager | Communications | Y |
| VIPs | Representative of an organisation | A senior representative of organisations including other | Ward or Department (Commu | Y | N | A senior manager who will greet, | Clinical - Matron <u>and</u> lead clinician | Communications | Y |

| | | | | | | | | | |
|------|------------|--|---|---|---|--|---|----------------|---|
| | on | NHS Trusts and overseas health organisations, members of Healthwatch, or Health Overview and Scrutiny Committee. | nity Involvement where relating to their activity and supporter s) | | | host and escort the individual throughout the visit | Non Clinical - Senior manager for area | | |
| VIPs | Ambassador | A representative or promoter of a Charity or service; may be a dignitary or celebrity. | Ward or Department (Community Involvement where relating to their activity and supporter s) | Y | N | A senior manager who will greet, host and escort the individual throughout the visit | Clinical - Matron <u>and</u> lead clinician Non Clinical - Senior manager for area | Communications | Y |
| VIPs | President | An honorary position in a Charity or of a service | Ward or Department (Community Involvement where relating to their activity and supporter s) | Y | N | A senior manager who will greet, host and escort the individual throughout the visit | Clinical - Matron <u>and</u> lead clinician Non Clinical - Senior manager for area | Communications | Y |

| | | | | | | | | | |
|-------------|-----------|--|--|---|---|--|--|----------------|---|
| Celebrities | Celebrity | A famous/high profile figure, who might be well known to the public, especially in entertainment or sport; also includes costumed characters as these would be well known to children and young people. | Ward or Department (Community Involvement where relating to their activity and supporters) | Y | N | A senior manager who will greet, host and escort the individual throughout the visit | Clinical - Matron and lead clinician Non Clinical - Senior manager for area | Communications | Y |
| Media | Media | Journalists and other representatives of print, broadcast and social media i.e. newspapers, radio and television. This category will also include associated technical or creative people such as camera/sound crews, or photographers | Must follow Trust's Media Policy | Y | N | Communications or Community Involvement staff member will greet, host and escort the individual throughout the visit | Clinical - Matron and lead clinician Non Clinical - Senior manager for area | Communications | N |

APPENDIX II

12.2 Approvals

12.2.1 Celebrity and VIP Visitor - Executive Director Approval

Please refer to the Visitor's Policy when completing this form. This form enables you to request approval for a celebrity/VIP visit and must not be filled in retrospectively. The Communication's Department will invite the celebrity/VIP and manage the visit.

Details:

Who is the celebrity/VIP?

| |
|--|
| |
|--|

What are they famous for?

Tell us the sport, TV programme etc. they are well known for.

| |
|--|
| |
|--|

What business objective/activity is planned?

Tell us about the activity that is planned.

| |
|--|
| |
|--|

How will the visit help to achieve this objective and add value?

What difference will the visit or endorsement have on achieving the objective?

| |
|--|
| |
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What will the visit/endorsement entail?

Tell us the Ward and/or public area you propose they visit and what they will do during the visit including any patients or staff they will meet.

| |
|--|
| |
|--|

What is the suggested date of the visit?

Please give at least 4 weeks' notice

| |
|--|
| |
|--|

Do you have the contact details for the celebrity/VIP?

[] Yes [] No

Request from:

| | |
|-------------------|-----------------|
| Name: | Role: |
| Extension Number: | Date Submitted: |

12.2.2 Visitors' Request Form

Please refer to the Visitor's Policy when completing this form. This form enables you to request approval for a visit and must not be filled in retrospectively.

Request details

| | |
|---|--|
| Who is your visitor? | |
| Details of activity: (What will they be doing etc) | |
| Date of activity: | |
| Time from: | |
| Time to: | |
| Location of activity: | |
| Number of people: | |
| Will your visitors be bringing any equipment? | |
| Will your visitors be supervised at all times? | |
| What business objective does this relate to (e.g. deliver excellent patient care and experience) and how will this visit help achieve this? | |

Your contact details

| | |
|-----------------|--|
| Name: | |
| Job Title: | |
| Department: | |
| Contact number: | |
| Email address: | |

12.2.3 Celebrity and VIP Visitor - Executive Director Approval

Please refer to the Visitor's Policy when completing this form. This form enables you to request approval for a celebrity/VIP visit and must not be filled in retrospectively. The Communication's Department will invite the celebrity/VIP and manage the visit.

Details:

Who is the celebrity/VIP?

What are they famous for?

Tell us the sport, TV programme etc. they are well known for.

What business objective/activity is planned?

Tell us about the activity that is planned.

How will the visit help to achieve this objective and add value?

What difference will the visit or endorsement have on achieving the objective?

What will the visit/endorsement entail?

Tell us the Ward and/or public area you propose they visit and what they will do during the visit including any patients or staff they will meet.

What is the suggested date of the visit?

Please give at least 4 weeks' notice

Do you have the contact details for the celebrity/VIP?

Yes No

Request from:

| | |
|-------------------|-----------------|
| Name: | Role: |
| Extension Number: | Date Submitted: |

12.2.4 Visitors' Request Form

Please refer to the Visitor's Policy when completing this form. This form enables you to request approval for a visit and must not be filled in retrospectively.

Request details

| | |
|---|--|
| Who is your visitor? | |
| Details of activity: (What will they be doing etc) | |
| Date of activity: | |
| Time from: | |
| Time to: | |
| Location of activity: | |
| Number of people: | |
| Will your visitors be bringing any equipment? | |
| Will your visitors be supervised at all times? | |
| What business objective does this relate to (e.g. deliver excellent patient care and experience) and how will this visit help achieve this? | |

Your contact details

| | |
|-----------------|--|
| Name: | |
| Job Title: | |
| Department: | |
| Contact number: | |
| Email address: | |

Supported by [] Matron [] Clinical Lead

| |
|--|
| I confirm that I will ensure patient dignity is protected at all times and patients have the opportunity to object and not take part in any visit. |
| Name: |
| Signature: |

Please confirm the following:

Is this a charity activity? Yes No

Will your visitors be bringing in gifts for patients? Yes No

If you have selected 'Yes' to either of the above questions, please contact Tracey Brassington; Community Involvement Manager on 01623 - 676011 / voluntary.services@sfh-tr.nhs.uk as these activities and any photographs and publicity for them must be managed through the Community Involvement Team.


Please note that if you wish to have photos taken of this event you must contact the Clinical Illustration team and NOT take any photos or videos on your own cameras or phones or allow visitors to take photos or videos. You must also seek written consent from your visitors and patients. If you need the Trust consent form for this please contact Communications at e.communications@sfh-tr.nhs.uk

Please complete and return this form to Tracey Brassington, Community Involvement Manager, allowing wherever possible one weeks' notice.

APPENDIX III

12.3. EQUALITY IMPACT ASSESSMENT FORM (EQIA)

| | | | |
|--|---|--|--|
| Name of service/policy/procedure being reviewed: Visitor Policy | | | |
| New or existing service/policy/procedure: Existing | | | |
| Date of Assessment: December 2021 | | | |
| For the service/policy/procedure and its implementation answer the questions a – c below against each characteristic (if relevant consider breaking the policy or implementation down into areas) | | | |
| Protected Characteristic | a) Using data and supporting information, what issues, needs or barriers could the protected characteristic groups' experience? For example, are there any known health inequality or access issues to consider? | b) What is already in place in the policy or its implementation to address any inequalities or barriers to access including under representation at clinics, screening? | c) Please state any barriers that still need to be addressed and any proposed actions to eliminate inequality |
| The area of policy or its implementation being assessed: | | | |
| Race and Ethnicity | None | n/a | None |
| Gender | None | n/a | None |
| Age | Young patients will be protected by classing costume characters as VIPs; visitors are to be escorted at all times so that it protects all vulnerable patients whether old or young | As detailed | None |
| Religion | None | n/a | None |
| Disability | These will be planned for as part of the visits to ensure they are inclusive to all (whether it relates to the visitor or the people they are visiting) | As detailed | None |
| Sexuality | None | n/a | None |

| | | | |
|---|------|-----|------|
| Pregnancy and Maternity | None | n/a | None |
| Gender Reassignment | None | n/a | None |
| Marriage and Civil Partnership | None | n/a | None |
| Socio-Economic Factors (i.e. living in a poorer neighbourhood / social deprivation) | None | n/a | None |
| What consultation with protected characteristic groups including patient groups have you carried out? Visits to all areas have been ongoing for a number of years without any issues. There are no Human Rights issues I'm aware of that need taking into account. Therefore it is perceived as having a low level impact. | | | |
| What data or information did you use in support of this EqIA? Previous knowledge of visits at the Trust | | | |
| As far as you are aware are there any Human Rights issues to be taken into account such as arising from surveys, questionnaires, comments, concerns, complaints or compliments? No | | | |
| Level of impact From the information provided above and following EQIA guidance document Guidance on how to complete an EIA (click here), please indicate the perceived level of impact: Low Level of Impact For high or medium levels of impact, please forward a copy of this form to the HR Secretaries for inclusion at the next Diversity and Inclusivity meeting. | | | |
| Name of Responsible Person undertaking this assessment: Marcus Duffield | | | |
|  | | | |
| Signature: | | | |
| Date: 23/12/21 | | | |