


TRUST POLICY FOR THE USE OF PERSONAL MOBILE DEVICES BY PATIENTS AND VISITORS WHILST ON TRUST PREMISES

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Version / Amendment History	Version	Date	Author	Reason
	1.0	December 2016	R Ridge	New guidance
	2.0	April 2019	R Ridge	Merged Policy
	3.0	April 2023	R Ridge	Updated
	4.0	July 2023	S Crombie	Updated posters
	4.1	Nov 2023	E Griffiths	Further edits following IGCSDR
Intended Recipients: All Trust Staff and general public				
Training and Dissemination: Essential to role, all Trust staff and general public (via posters)				
To be read in conjunction with: Trust Policy and Procedure for Data Protection and Dealing with Confidential Information				
In consultation with and date: Information Governance Cybersecurity and Disaster Recovery Group Sept and Nov 2023				
EIRA Stage One Completed: Yes Stage Two Completed N/A				
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Date of Issue		January 2024		
Review Date and Frequency		November 2026 and then every 3 years		
Contact for Review		Emily Griffiths, Head of Information Governance and Data Protection Officer		
Executive Lead Signature		 Will Monaghan, Executive Chief Digital Information Officer		

POLICY FOR THE USE OF PERSONAL MOBILE DEVICES BY PATIENTS AND VISITORS WHILST ON TRUST PREMISES

1. Introduction

Whenever anyone is in hospital, or receiving social or health care, communication with family and friends becomes an essential element of support and comfort. Communication is much easier today with the widespread use of personal mobile devices which have become a common part of everyday life for many people.

Mobile phones have not only become widespread means for communication, but in addition, a source of information and entertainment. This policy is designed to support patients in using their personal devices appropriately within University Hospitals of Derby and Burton NHS Foundation Trust (UHDB) premises.

The Department of Health has published advice about using mobile phones in hospitals, which acknowledges the increase in availability and use of mobile phones and how NHS Trust's should risk assess their use in hospitals with regard to:

- Patients' own safety or that of others
- The operation of electrically sensitive medical devices in critical care situations
- The levels of privacy and dignity that must be the hallmark of all NHS care

2. Purpose and Outcomes

The primary objective is to provide - in line with the recommendations of the Department of Health - advice to staff, patients and visitors on the appropriate use of personal mobile devices on Trust premises whilst protecting and respecting all staff, patients and visitors safety, privacy, dignity and confidentiality.

3. Definitions

Personal Mobile Device

Mobile phones, laptops, tablets, and other media storage and entertainment devices.

4. Key Roles and Responsibilities

Executive Chief Digital Information Officer

The accountable Board Director responsible for the development and implementation of this Policy.

Divisional Directors / Executive Directors

Responsible for ensuring that all staff are aware of the requirements and purpose of this Policy and their individual responsibilities in this respect.

To ensure that any concerns raised under the scope of this Policy are dealt with in a fair and consistent manner and are documented appropriately.

To ensure that appropriate action is taken in a timely way where a known or suspected breach of this Policy occurs.

All staff (including students and volunteers)

All staff, students and volunteers are responsible for ensuring this Policy is adhered to in the interests of all staff, patients and visitors on Trust premises.

Patients and Visitors

All patients and visitors on Trust premises must ensure that this Policy is adhered to.

5. Implementing the Policy

Guidelines

In order to protect and respect the safety, privacy, dignity or confidentiality of all staff, patients and visitors, patients and visitors should be made aware of the following guidelines:

Guidance for patients and visitors: using your phone or device while at a UHDB site

Please follow this guidance when using mobile devices during your time at the Trust.

This is intended to promote a restful and therapeutic environment for all our patients, to protect the privacy and dignity of patients and staff, to ensure the safe use of sensitive equipment and help you keep in touch with those you care about.

This guidance covers all mobile digital devices, including, but not limited to - all mobile phones, tablets, laptops, gaming devices, video and audio recorders, and all personal digital devices. This guidance is phrased in a question and answer format to tackle common queries around the use of patients' personal mobile phones or electronic devices at UHDB.

Can I use my phone here?

The Trust is happy for you to use your mobile devices here, as long as your use complies with these guidelines, and only in permitted areas.

Signage will indicate whether or not phone use is permitted in that area - and if you are unsure, please always talk to a member of staff to check first.

What volume should I use?

Please be considerate of other patients, visitors and colleagues, and ensure that your phone is on silent or vibrate mode, with your volume turned down, whenever you are on our sites.

If you would like to listen to your device for entertainment to pass the time, the Trust is happy for you to do so - but please use headphones out of courtesy for others in your area.

What do I do if I need to make, or take, a phone call?

The Trust understands that you cannot always predict when you might receive a phone call, and that it is important to keep in touch with loved ones when in hospital.

If you need to take a phone call, we ask that you please be mindful and respectful with your conversation and speak quietly, and not on speakerphone and ensure that your phone is on silent or vibrate mode at a UHDB site.

Please also consider when you will be using your device or taking a call.

For example, if you are in a permitted area, please be considerate and avoid using your phone when you are being seen or treated by a member of our team. Please also refrain from using your device for calls overnight, so as to not disturb other patients in your area.

Can I record anything with my phone or device?

Patients, staff and visitors all have a legal right to confidentiality, privacy and dignity.

Therefore, you cannot take a photo, or record video or audio, of anyone at a UHDB site without their permission.

Where can I charge my device?

For fire safety reasons, some sockets are not allowed to be used for charging devices, and those which are can only be used for charging between the hours of 8am and 8pm. This applies to all devices, including mobile phones. Please remember that e-cigarettes or 'vapes' are not to be used or charged on the premises at any time.

How can I protect my device?

Members of staff or the Trust cannot take responsibility for the safekeeping of your device unless you ask staff to lock it away for you (like any other property). If you keep the device yourself, you are responsible for looking after it at all times while in our care.

Who can I speak to for any further guidance I need?

If you are unsure about anything relating to the use of mobile phones or electronic devices in your area, please look for the appropriate signage and, if you still are not sure, please ask a member of staff before you act. Our teams will be happy to help you.

Your first thought when using devices should always be in consideration of others around you.

Access to Wireless Internet Service on Trust Premises

Staff, patients and visitors can access free wireless internet at a UHDB site. Internet access is filtered to prevent certain categories of web content being available and to help protect users from malicious sites.

Communication

The Policy will be published on the Trust's Intranet and website and appropriate information displayed in wards and departments (see Appendix 1).

6. Monitoring, Compliance and Effectiveness

Monitoring Requirement :	February 2015 'Themes and lessons learnt from NHS investigations into matters relating to Jimmy Savile Independent report for the Secretary of State for Health' Recommendation R9 (safeguarding) states: All NHS hospital Trusts should devise a robust Trust-wide policy setting out how access by patients and visitors to the internet, to social networks and other social media activities such as blogs and Twitter is managed and where necessary restricted. Such policy should be widely publicised to staff, patients and visitors and should be regularly reviewed and updated as necessary.
Monitoring Method:	Annual report detailing examples and incidents of non-compliance reported via Incident Reports (IR1s)
Report Prepared by:	Emily Griffiths
Monitoring Report presented to:	Information Governance Cybersecurity and Disaster Recovery Group
Frequency of Report	Annually

7. References

January 2009 – Department of Health. Using Mobile phones in NHS hospitals.

February 2015 – 'Themes and lessons learnt from NHS investigations into matters relating to Jimmy Savile Independent report for the Secretary of State for Health'

Trust Policy and Procedures for mobile devices (staff)

December 2018 – Estates and facilities Alert, EFA/2018/007 Fire risk from personal rechargeable electronic devices.

June 2018 – National Fire Chiefs Council (NFCC), E-cigarette use in smoke free NHS settings

Acceptable Use of Mobile Devices - Signage

Signs to be displayed prominently in relevant areas e.g. on bedheads in wards and prominent positions in ED.

Signs 1 and 2 are for anyone who may be visiting or working in the hospital and displayed in a ward environment (sign 1) or in ED (sign 2).

Sign 3 is only for staff who may be called upon to respond to emergencies (e.g. resus).

Mobile phone use in our hospitals



Can I use my phone here?

Your mobile phone can only be used in certain areas, so please look out for signs like these before you use it.
If you're not sure, always ask a member of staff first.



What volume should I use?

Avoid disturbing other patients and make sure your phone is used only on silent or vibrate-only mode, **with your volume turned down.**
If you want to listen to something on any device, please use headphones - and if you have to take a call, please be respectful with your conversation and speak quietly.



Can I record anything with it?

Without their permission, **you cannot take a photo, or record video or audio**, of anyone.
Patients, staff and visitors all have a legal right to **confidentiality, privacy and dignity** - so please be respectful of those around you.



My battery is running low, can I charge it?

For fire safety reasons, some sockets are not allowed to be used for charging devices, **and you can only charge your device in approved sockets between 8am-8pm.**



Is there a time where I shouldn't be using it?

If you're in a permitted area, please be considerate and avoid using your phone or device when you're being seen by a member of our team. Act as if you were seeing family or friends.



Mobile phones and the Emergency Department



Can I use my phone here?

Your mobile phone can only be used in certain areas, so please look out for signs like these before you use it.
If you're not sure, always ask a member of staff first.



What volume should I use?

Avoid disturbing other patients and make sure your phone is used only on silent or vibrate-only mode, **with your volume turned down.**
If you want to listen to something on any device, please use headphones - and if you have to take a call, please be respectful with your conversation and speak quietly.



Can I record anything with it?

Without their permission, **you cannot take a photo, or record video or audio**, of anyone in the Emergency Department.
Patients, staff and visitors all have a legal right to **confidentiality, privacy and dignity** - so please be respectful of those around you.



My battery is running low, can I charge it?

For fire safety reasons, some sockets are not allowed to be used for charging devices.
There should be a sign near the plug(s) which should say whether or not you can use it. If you are not sure, always ask a member of staff first.



Is there a time where I shouldn't be using it?

If you're in a permitted area, please be considerate and avoid using your phone or device when you're being seen by a member of our team. Act as if you were seeing family or friends!



Emergency Contacts on Mobile Phones



1. In an emergency where you have no information about who to contact, e.g. the person's identity is unknown or they have no Next of Kin on the patient administration system, you may be able to find emergency contact information from their mobile phone.
2. Check if there is emergency medical contact information stored on the phone. For most smartphones:
 - click on the home button
 - click on 'emergency' at the bottom of the screen
 - click on 'medical ID'
 - information will appear
3. Pictures opposite show this on Apple iPhone and Android. Other devices will differ.
4. Do not attempt to cross or bypass mobile phone security steps unauthorised. Only enter a passcode, pin, fingerprint or face recognition to access other contact information if you have the person's consent.

