

**POLICY AND PROCEDURE 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
Intended Recipients: All Trust Staff and general public				
Training and Dissemination: Essential to role, all Trust staff and general public				
To be read in conjunction with: Trust Policy and Procedures for mobile devices (staff)				
In consultation with and date: Patient Experience and Engagement Group, Information Governance Steering Group				
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Contact for Review			Director of Patient Experience, Estates & Facilities Management	
Executive Lead Signature			Director of Patient Experience & Chief Nurse	

POLICY AND PROCEDURE 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.

In 2009, the Department of Health published revised advice with regard to using mobile phones in hospitals which acknowledged the increase in availability and use of mobile phones and how 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

In February 2015 'Themes and lessons learnt from NHS investigations into matters relating to Jimmy Savile Independent report for the Secretary of State for Health' was published. The report stated *'much of the story of Savile and his associations with NHS hospitals is unusual to the point of being scarcely credible. It concerns a famous, flamboyantly eccentric, narcissistic and manipulative television personality using his celebrity profile and his much-publicised volunteering and fundraising roles to gain access, influence and power in certain hospitals. He used the opportunities that that access, influence and power gave him to commit sexual abuses on a grand scale. However features of the story have everyday implications and relevance for the NHS today.'* The report identified 14 key recommendations grouped under the following general headings:

- Security and access arrangements, including celebrity and VIP access;
- The role and management of volunteers;
- Safeguarding;
- Raising complaints and concerns (by staff and patients);
- Fundraising and charity governance; and
- The observance of due process and good governance.

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.

2. Purpose and Outcomes

The primary objective is to provide in line with the recommendation R9 of the 'Themes and lessons learnt from NHS investigations into matters relating to Jimmy Savile Independent

report for the Secretary of State for 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

Smart phones, laptops, tablet notebooks, phone SIMS and other media storage devices.

Wireless Internet Service

A service whereby you can connect a wireless enabled device to a network without cables that will allow you to access the internet through the service provider's gateway.

4. Key Roles and Responsibilities

Director of Patient Experience and Chief Nurse

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.

To ensure that there is no victimisation of staff, patients or visitors who have raised a concern or who may have provided information regarding a breach, or potential breach of this policy.

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 (see Appendix 1).

- The use of personal mobile devices is prohibited in 'high risk areas' eg. where their use may interfere with medical devices.
- Where the use of personal mobile devices may be permitted, patients and visitors must be mindful of the moderation of tone, volume, language or content displayed and if requested by a member of staff, refrain from using if behaviour is deemed in breach of the safety, privacy, dignity or confidentiality of staff, other patients or visitors.
- For fire safety reasons, the charging of personal mobile devices is only permitted on Trust premises between the hours of 0800hrs and 2000hrs. Please note E-cigarettes are not to be used or charged on the premises.
- Patients and visitors personal mobile devices are their own responsibility whilst on Trust premises.

Access to Wireless Internet Service on Trust Premises

Staff, patients and visitors can access free wireless internet at all 5 Hospital premises. Internet access is filtered to prevent certain categories of web content being available and also 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 2).

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:	Paul Brooks
Monitoring Report presented to:	Patient Experience and Engagement 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

APPENDIX 1

Patient and Visitors – The Do's and Don'ts of using Mobile Devices at the Trust

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 device types, including mobile and smart phones, tablets, notebooks, laptops, computers, gaming devices, video and audio recorders.

DO

Use them – The Trust is happy for you to use your mobile devices here, as long as your use complies with this guideline.

See the Signs – There are some areas of the Trust where the signal from your device might interfere with the operation of some of our equipment. Please look out for these signs; they are there for a reason (e.g. Intensive Care).

Silence them – Turn off your ring tone so that you do not disturb other people.

Listen to staff – If our staff ask you not to use your mobile device it will be for a good reason; please help us by complying with such requests, to avoid further action being necessary.

Ask – If there is no sign, please ask our staff if there is any reason you shouldn't use your device in that particular place; most areas are fine but we do have restrictions in a few places.

Protect them – The Trust cannot take responsibility for the safekeeping of your device unless you ask staff to lock it away (like any other property). If you keep the device, you are responsible for looking after it at all times.

DON'T

Use them overnight – Keep your use between the hours of 6am and 11pm; this is so that you do not disturb other people who may not feel as well as you do.

Record anything – Do not make recordings of patients or staff. This includes photographs, video images or audio without their permission. You could be breaching their legal rights.

Talk loudly – It is easy to raise your voice when using mobile devices; please be aware of how loudly you are talking and how this might impose on others.

Charge them – For fire safety reasons, the charging of personal mobile devices can only be charged on Trust premises between the hours of 0800hrs and 2000hrs. Please note E-cigarettes are not to be used or charged on the premises.

Acceptable Use of Mobile Devices

	<p>RESTRICTIONS ARE IN PLACE: Clear signs say where you can and cannot use mobile devices. There are some areas of the Trust where the signal from your device might interfere with the operation of some of our equipment. Please look out for these signs; they are there for a reason. Please ask a member of staff if unsure.</p>
	<p>RING TONES: If you are in an area where mobile devices are acceptable, please turn your mobile device to silent.</p>
	<p>PICTURES, VIDEOS AND AUDIO RECORDINGS: <u>Do not make any recordings of patients or staff without their permission</u> Everyone has a legal right to confidentiality, privacy and dignity in hospital</p>
	<p>TIME : People around you are unwell and need to rest. Avoid making or receiving calls, or watching something on your device early or late in the day. Use headphones where possible.</p>
	<p>VOLUME : Be aware of how loudly you are talking when you are on your mobile device.</p>
<p>FOR FIRE SAFETY REASONS PERSONAL MOBILE DEVICES CAN ONLY BE CHARGED BETWEEN THE HOURS OF 08:00 - 20:00. Please note E-cigarettes are not to be used or charged on the premises.</p>	

Sign to be attached at Every Bed Head and in agreed positions in Out Patient areas