

Official Visitor Access Policy – Guidance for Staff

We recognise that we can benefit from visits from VIPs, celebrities and charities and the positive publicity that they can generate for our hospital. However, we have a duty to protect the interests of patients and staff and their safety and security.

All visitors, apart from those visiting family and friends, must follow our Official Visitors Access Policy. These types of visitors may include:

- VIPs
- Celebrities
- Dignatories
- Fundraisers/charity representatives
- General well wishers

Over the festive period we may see an increase in such visits from well wishers, so it is important you are fully aware of and adhere to our Trust policy.

Your responsibilities

Challenge unaccompanied visitors

All visitor requests must be handled and logged by the Communications Department or Head of Fundraising (if charity related) who will ensure the visitor is accompanied by an appropriate member of staff. If a visitor turns up unaccompanied, you should:

- **Ask the visitor to wait in reception or at the ward nursing station** until a senior member of staff from the areas mentioned above arrives.
- **Contact The Trust Offices/Communications Department and/or the Facilities Department** responsible for security on site to notify them. If out of normal working hours please contact the Duty Manager.

Ensure authorised visitors adhere to normal ward protocols – e.g infection control, bare below the elbow, use of hand-gels, safeguarding and capacity protocol

Ensure patient confidentiality is protected

- All approved official visitors must be advised by the person managing the visit that patients and visitors are entitled to full confidentiality, so unless specific written and signed consent is given by the patient or family, information and identities should not be made public upon leaving the hospital.

Ensure explicit consent is obtained from the patient before any photographs are taken; including social media

- The patient must have capacity to consent to any photographs taken of them.

If you are aware of any planned or regular visits, please contact the Communications Department on 2170 if they have not already been logged.