

## Official Visitor Access Policy Update

### January 2022

<b>Presented for:</b>	Assurance
<b>Presented by:</b>	Dr Phil Wood, Chief Medical Officer
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<b>Previous Committees:</b>	None

<b>Trust Goals</b>	
The best for patient safety, quality and experience	✓
The best place to work	
A centre for excellence for research, education and innovation	
Seamless integrated care across organisational boundaries	
Financial sustainability	

<b>Trust Risks (Type &amp; Category)</b>				
Level 1 Risk		Level 2 Risks	(Risk Appetite Scale)	Risk
Workforce Risk				
Operational Risk				
Clinical Risk				
Financial Risk				
		<b>Regulatory Risk</b> We will comply with or exceed all regulations, retain its CQC registration and always operate within the law.	Averse	↔ (same)

<b>Key points</b>	
This paper provides summary information about updates made to the Trust's Official Visitor Access policy. In light of the current visiting restrictions to the Trust as a result of Covid-19, its main focus is to provide the board with an update on the improvements being made to the policy following a recent internal audit review.	Assurance

## 1. SUMMARY

The purpose of this report is to provide an update and assurance to the Trust Board on the Trust's Visitor Access Policy. This is the seventh annual update. There have been a number of significant changes to the policy during 2020/21 based on recommendations from an internal audit report. There have been very few requests for authorisation of official visitors because of COVID-19 restrictions.

## 2. BACKGROUND

The Visitor Access Policy was originally approved by the Trust Board in November 2013 and reviewed and approved by the Executive Team in 2015.. The Trust Board has received an annual update on implementation every year from 2015 to present.

Board members will be aware that the policy was developed in response to the independent Savile investigation commissioned by the Trust. Its purpose is to minimise risk to the safety and security of patients and staff arising from visits to the hospital by approved or invited visitors such as VIPs, celebrities or media representatives.

The policy requires one-off or short-term approved official visitors to be accompanied throughout their visit to the Trust where there is any possibility of contact with lone staff or vulnerable patients/visitors.

In advance of any visits, the lead member of the Clinical Service Unit or any head of department must complete a visitor access form setting out details of the visit. Any risks and mitigating actions must also be identified. These forms should be returned to the Communications team where they are logged.

## 3. ACTIVITY DURING 2021

Only 22 requests for authorisation of visitors were made during 2021. These majority of these related to promotional work, charity events or media visits and a significant proportion were held in non-clinical, public areas of the Trust or outdoors to comply with IP&C restrictions required by the Trust's Clinical Advisory Group.

#### **4. UPDATED POLICY**

During 2021, the policy has been updated to reflect a number of improvements identified in a recent internal audit review. This work has been done in partnership with a reference group of staff who most use the policy to ensure it was as effective as possible and practical to implement. Communications set up a consultation and reference group of senior staff from the following areas:

- Infection Prevention and Control
- Information Governance
- Communications
- Quality/Risk
- Corporate Nursing
- CSU/operational teams.

This group discussed the internal audit report and recommendations and agreed measures to update the policy, including improved risk assessment and strengthened monitoring. This policy is now waiting final approval from the Policy and Procedures Group early 2022.

Following approval by the Executive Team in January 2022, there now needs to be a substantial and sustained awareness campaign across all Trust internal comms channels, with support from CSU leadership through nursing, medical and other professional routes. Communications will work with CSUs to lead work across the Trust over a period of time to ensure people understand the need for compliance, and they are familiar with the new process in place to help them achieve compliance.

As part of improving the monitoring and governance around this policy, it is also recommended in the updated policy that future assurance updates are received by Quality and Safety Assurance Group which reports into Quality Assurance Committee and in turn will report to Board.

#### **5. PUBLICATION UNDER FREEDOM OF INFORMATION ACT**

This paper has been made available under the Freedom of Information Act 2000.

#### **6. RISK**

During the pandemic there has been a considerable reduction in visitors to our sites, the report sets out the assurances to the Board and provides evidence of maintaining the Board's tolerance set within the risk appetite. Moving forward (working life without visitor restrictions from the pandemic), the revised draft policy and actions from the Internal Audit underpin the Boards adverse risk tolerance to comply or exceed regulations retain its CQC registration and always operate within the law.

#### **7. EQUALITY ANALYSIS**

There is no impact on Equality arising from this paper.

## **8. RECOMMENDATION**

The Trust Board is asked to note the review of the Official Visitor Access Policy and support the recommendation that future assurance reports are received by the Quality and Safety Assurance Group and reported to Board through the Quality Assurance Committee.

## Appendix A Visitor Access Register 2021

Date	Time	Location of event	Purpose and details of visit	CSU / department / charity
2021-02-05	1000	Outside Clarendon Wing (LGI)	Photographer for CHSF event	Childrens
2021-02-10	1200	Leeds Hospitals Charity, Ground Floor, Trust Headquarters, SJUH	Q+A filming with corporate partner	Leeds Hospitals Charity
2021-03-11	1400	CAH - outside entrance	Donation of thanks to Nursing Team from Coca-Cola as their colleague was a previously patient.	Chapel Allerton
2021-04-13	1400	Leeds Cancer Centre/Gledhow Wing	Site visit of external building with Trust Estates team/Engie for the Sponsor the Sparkle campaign.	Leeds Hospitals Charity
2021-04-26	1230	Day One Office and Brotherton wing	Photographs for the new Day One Trauma Support website.	Day One Charity
2021-04-28	1300	Brotherton wing	Photos for Day One staff - outside	Day One Charity
2021-04-28	1300	Brotherton Wing	Day One Staff photographs	Leeds Hospitals Charity
2021-04-28	1300	Brotherton Wing	Photo shoot for campaign	Leeds Hospitals Charity
2021-05-08	1330	Great George Street Entrance Hall and external	Filming interview with Dr Mustaq	Childrens
2021-05-11	1030	Trust Headquarters St James'	Photographs with the Trust CE	Communications
2021-05-11	930	Bexley - St James; Jubilee - LGI	Photography for Day One Trauma Support	Day One Charity
2021-06-18	800	Outpatients	Observing clinic process	Neurosciences
2021-07-01	1230	Outside Clarendon Wing	Look North interview	Childrens
2021-07-27	1100	outside Clarendon Wing	Photo shoot for SUN awards	Childrens

2021-07-29	9	Falls clinic physio room Beckett wing	Developing a work experience resource for school students with UoL, HEE funded project	Emergency & Specialty Medicine
2021-08-18	900	Gledhow J20, Bexley J83, Main Site LGI, Clarendon L35	Leeds City College tutor - assess in the workplace 4 Facilities Technician apprentices.	Organisational Learning
2021-08-24	1130	Outside Bexley entrance	BBC Look North filming patient Jacqui Drake about skin cancer awareness, her new book and fundraising	Communications
2021-08-27	9	breast unit, seacroft hospital	educational video centred around contrast enhanced mammography	Radiology
2021-10-01	1000	Leeds General Infirmary - old site / innovation pop up	Socially-distanced visit by NHS England Board to LGI to hear about our strategic vision, our key achievements and our current challenges.	Communications
2021-10-02	1400	LGI - building site, MRI and radiology academy	VIP visit by PM Boris Johnson and Health Secretary Sajid Javid to see progress on Building the Leeds Way and meet the MRI Radiology team and patients.	Communications
2021-11-23	1030	Research & Innovation Centre, Trust HQ	NHS X & Digital visit - Adult Therapies digital engagement & meetings with Exec team	Informatics
2021-12-06	830	Children's Cystic Fibrosis Unit	A dietitian who is new to the clinical area of cystic fibrosis is observing LTHT team	Childrens