

OFFICIAL VISITOR AND VIP ACCESS POLICY
Approved official visitors and VIPs attending
Leeds Teaching Hospitals NHS Trust

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STAFF SUMMARY

- The purpose of this policy is to minimise the risk to the safety and security of patients and staff arising from visits to the Trust by official visitors such as VIPs and celebrities, donors, or media representatives.
- This policy is not concerned with people visiting friends, ~~or~~ family members in hospital, LTHT volunteers, or staff of organisations with whom LTHT has a Memorandum of Understanding e.g Leeds Hospitals Charity.
- For all official visits, the details must be notified to the communications team using the online Visitor Access Form [provide link] must be sent to the communications team **48 hours before the visit takes place**.
- Visitors should be accompanied at all times, even if they have a valid Disclosure and Barring Service (DBS) check. Visitors should generally be met at one of the Trust's main reception areas and accompanied off site at the end of a visit.
- Contact details for all official visitors should be provided using the online Visitor Access Form so they can be sent guidance about infection prevention and control, consent and confidentiality, and safeguarding before they visit. This guidance can be found in Appendix B.
- Detailed guidance for one-off or very short term official visitors, frequent/extended visits to the Trust, can be found in the policy effect.
- Official visitors who frequently visit the Trust or who visit for an extended period of time must sign an agreement with the Trust and be issued with a security ID badge.
- Visits from VIPs or celebrities at short notice or out of hours must be notified to the Communications on-call person using the Trust's on-call rota system. CSUs must review visits at regular intervals to consider any incidents, risks to patients arising from visits, or breaches of this policy and related guidance including consent and confidentiality, safeguarding, infection prevention and control.

Failure to follow this policy could result in the instigation of disciplinary procedures.

1 PURPOSE

The purpose of this policy is to ensure the Trust minimises the risk to the safety and security of patients and staff arising from visits to the hospital by approved or invited visitors such as VIPs and celebrities, or media representatives. It is not concerned with people visiting friends or family members in hospital or Trust Volunteers, who are managed in line with the Trust Volunteering Policy.

All visits to the Trust by approved official visitors and VIPs must be organised and managed in accordance with this policy.

Implementation of this policy requires compliance with the following policies:

- i) [Infection Prevention and Control](#),
- ii) [Safeguarding Adults at Risk](#),
- iii) [Safeguarding Children](#),
- iv) [Information Governance](#) (consent and confidentiality).

Staff hosting visits to the Trust must ensure they are familiar with relevant policies.

2 BACKGROUND/CONTEXT

The Trust arranges visits by charitable donors, celebrities and VIPs from time to time and provides access to a range of services and departments for media and documentary crews. Clinical and support teams also invite visitors for a range of purpose such as training, education and awareness-raising. Many of these visits play a significant role in promoting our services, enhancing patients' experience and motivating staff. Positive media coverage is important in building and maintaining public confidence in the Trust and in the NHS.

The Trust aims to support and accommodate such visits wherever possible however, we recognise our responsibility to protect the safety and security as well as the privacy and dignity of patients, families and staff. We also recognise the need to ensure any such visits do not have a detrimental effect on our clinical care.

Therefore, the Trust will take practical measures to ensure robust arrangements are in place to organise, manage and monitor external visits safely and minimise disruption.

This policy recognises that many 'approved' visits are organised as 'one-off' events so that standard safeguarding arrangements such as DBS checks may not be appropriate. However, it also covers circumstances where certain groups or individuals have long term or ongoing relationships with the Trust, such as dedicated fundraisers or campaigners, charity patrons, and documentary film crews.

3 DEFINITIONS

Official visitors - individuals or groups who are invited and have approval to be on hospital premises for an official purpose, such as training or sharing professional knowledge/practice, or for the benefit of patients, staff, the Trust or the NHS. These may include:

VIPs - key stakeholders including Ministers, elected representatives, overseas dignitaries, members of the Royal Family.

Celebrities - famous/high profile figure who might be well known to the public and therefore to patients and their families; also includes costumed characters as these would be well known to children and young people.

Media – journalists or other representatives of print or broadcast media organisations i.e. newspapers or television. This category will also include associated technical or creative people such as camera / sound crews, producers, researchers, or photographers.

Fundraisers/children's entertainers – people who fundraise for Leeds Cares or charities that support the Trusts work. Often fundraisers will present cheques on wards to clinical staff or bring gifts for children.

Visitors to clinical areas for observation or learning - people who attend and observe clinical practice in the Trust. They might sit in on clinics or visit wards to understand how the Trust operates. *Please note that an honorary contract may be required - contact the resourcing team in advance of the visit (ext 64777 / leedsth-tr.honorarycontracts-ndp@nhs.net)*

Members of the Public - people who may have been invited to be on hospital premises by Trust staff, for the purpose of improving care for patients

Public areas - any location in the hospital that is accessible by the general public and does not have secure entry. These would include reception areas, catering and retail areas.

Clinical or restricted areas - any area of the hospital in which clinical care is provided to inpatient or outpatients. This would include all wards, theatres, departments and clinics. It also includes any area associated with health care or the business of the Trust which has a secure door or requires a hospital pass or staff member to gain entry.

4 POLICY EFFECT

The policy requires that one-off or very short-term approved official visitors are always accompanied by a member of Trust staff throughout their visit to the Trust.

It is best practice to always accompany visitors throughout the time they spend on Trust sites. Visitors should generally be met at one of the Trust's main reception areas and accompanied off site at the end of a visit.

For all official visitors an online [Visitor Access Form](#) must be completed, properly authorised and sent to the communications team at least 48 hours before a visit is due to take place. Any form completed with less notice than this, either in or out of hours, must be notified directly to the Communications team. In normal hours this should be to

the duty manager on communications.lth@nhs.net and out of hours this should be to the on-call press officer 07717 805932.

All visits by media, VIPs or celebrities are to be handled and managed by the communications team.

Any requests for celebrity or VIP visits must be referred to the communications team and must be approved by the communications team. Visit supervision may be delegated to local clinical teams if appropriate.

Contact details for all visitors must be provided through the online form system so that all official visitors can be sent guidance about consent and confidentiality, safeguarding, and infection prevention and control by the communications team. If registered visitors expect to record still images or video recordings and use them in the public domain during or after the visit, they will need specific permission for this. Applications for authorisation will need to specify the requirements.

It may be more appropriate to consider Honorary Contract status for regular or long term visitors. Consult HR for guidance on this option.

All long term official visitors such as documentary crews must be issued with a security ID badge and the communications team will recall these once their association with the Trust has ceased.

A detailed list of the processes to follow for specific types of visits can be found below, along with detailed information about confidentiality/consent and official visitors.

One-off or very short term official visitors

- Visitor Access Forms require authorisation by a local manager at Band 6 or higher. Other than VIP, celebrity or media visits, access by these official visitors may be authorised and overseen by local clinical leaders for example General Managers, Matrons or Ward Managers and managed by relevant Trust or Leeds Cares staff. These visitors must be accompanied at all times.
- Full details of the visit are to be notified to the communications team.

Documentary crews or long term official visitors

- Where approved official visitors who are in the Trust for extended periods of time, such as documentary film crews are likely to be unaccompanied, they must be appropriately checked and authorised. They must have a valid DBS check.
- In addition to this a confidentiality agreement should be signed and the visitor should carry a Trust authorised security identification badge at all times.

Charity patrons or celebrity official visitors

- Charity patrons or celebrities on one-off or occasional visits are not expected to receive a DBS check as they should be accompanied at all times by a member of staff.
- These official visitors must be made aware of relevant aspects of the Trust's policies on:

- i) [Infection Prevention and Control](#),
 - ii) [Safeguarding Adults at Risk](#),
 - iii) [Safeguarding Children](#),
 - iv) [Information Governance](#) (consent and confidentiality) .
- The communications team will work with the relevant clinical team to ensure that the proposed celebrity is appropriate and relevant to the age and interests of the patients and their health care needs.
 - The communications team will alert a member of the Executive Team and the Trust security team to all VIP and high-profile celebrity visitors as soon as details are known or any request is made.

Visits from VIPs or celebrities with no prior notice

- If a VIP or celebrity attends the Trust without any prior notice and is not on a private visit to see a relative or friend who is a patient, the ward/department manager and the communications team must be notified immediately, including any such event out of hours, using the Trust out of hours on-call system.
- The visitor should be held in reception or at the ward nursing station until a member of the communications team has been contacted and a way forward has been agreed.
- If the member of the communications team and ward or department manager and or clinical staff do not agree to the visit, the team with the visitor will ask them to leave and if necessary, call security to escort them off the premises.
- Ideally a member of the communications team would attend and accompany the visitor. If the communications team and a senior member of ward or clinical staff agree to the visit, the visitor can proceed as long as they are accompanied at all times by a senior member of ward or medical staff.
- The Trust's [online Visitor Access Form](#) must be completed immediately.

Confidentiality/consent

- Compliance with this policy require full compliance with the Trust [Information Governance Policy](#).
- All official visitors must be advised by the local clinical team member accompanying them that patients and visitors are entitled to full confidentiality so unless specific written and signed consent is given by the family, information and identities should not be made public upon leaving the hospital.
- The local clinical team and communications team are both responsible for ensuring that any confidential information or patient identifiable information is not captured in any background shots or filming undertaken by the media when they visit the Trust, unless there is a clear undertaking to redact such data by blurring/pixellation or other agreed mechanism.

- Official visitors should not be given any unnecessary information about patients that they do not need to know. Patients should be asked in advance of a visit whether they are willing to be involved in it, and if they are not, the official visitor should not meet the patient. For example, patients should be asked to give their consent for the visitor to sit in on clinics or appointments.
- Patient and visitor consent and confidentiality procedures will be included in any written agreement with documentary production companies or other long-term or frequent official visitors.

Safeguarding - Concerns during or following visits

Staff who have concerns about the behaviour of any external visitors, or have a concern raised to them by a patient or visitor, should raise these immediately. Examples of concerns could be that a visit is compromising effective provision of services, patient privacy and dignity is compromised, that the visitor is unaccompanied or inadequately supervised, or that appropriate identification and authorisation has not been shown.

In the event of a member of staff or patient raising a concern over a visit, this should be reported immediately to the person chaperoning the visitor and to a local manager. If concerns remain during a visit this needs escalating, so the Trust security team and a senior manager should be notified. Under no circumstances should the VIP status of any individual or organisation be used as a reason for inaction or to discourage an individual from expressing concern.

If a concern cannot be resolved locally, staff should notify a senior member of staff immediately, and if necessary, call Security.

If a member of staff or visitor has witnessed inappropriate behaviour during a visit or wishes to raise a safeguarding concern they should follow the Trust safeguarding procedures. Advice can be sought from the Trust safeguarding team. LTHT staff should refer to the Safeguarding intranet page for full instructions on how to contact the team, make a safeguarding referral and for hyperlinks to all current documentation.

<http://nww.lhp.leedsth.nhs.uk/common/guidelines/detail.aspx?ID=1206>

<http://nww.lhp.leedsth.nhs.uk/common/guidelines/detail.aspx?ID=587>

Infection Prevention and Control

COVID-19 remains a serious threat to patients and staff throughout the NHS and at Leeds Teaching Hospitals NHS Trust. So, for the foreseeable future the following guidance must be observed by any official visitor attending the site with special permission:

Maintain social distancing - Keep a 2 metre distance from other people where this is possible. Signs giving instructions are set out on the floor and walls of our hospitals – please look out for these.

Practice good hand hygiene – Avoid touching surfaces where you can and regularly wash your hands for 20 seconds when there is an opportunity to do so.

Wear a face mask – You must wear a face mask or face covering at all times when on the hospital site. This includes both inside and outside the hospital buildings. Your mask should cover your nose and mouth. A face shield is not adequate protection so you should only wear one if you are exempt from wearing a face covering. If you don't have one with you, please pick up a surgical mask from a reception area as soon as you arrive.

Test before you visit – Carry out a lateral flow test and only continue to visit if the test is negative.

Consider patient and staff safety – clinical areas will generally be unavailable. Could any charity donations or presentations be done outside?

Download the NHS COVID-19 app - This free app helps to trace people who may have been in contact with someone following a positive test result. We have set up QR codes in public, non-clinical areas of our hospitals - such as cafes, shops and reception areas. Please scan these codes if you remain within these areas for longer than 15 minutes. We do not have QR codes in our clinical waiting areas, outpatient clinics or on wards. This is because we will use our patient information system to trace patients in these areas if required.

5 ROLES AND RESPONSIBILITIES

Associate Director of Communications

- Responsible for liaising with members of the Executive Team as appropriate to develop and maintain the policy for managing and handling visits to the Trust by approved official visitors.
- Monitors the implementation of this policy, ensure an annual report is provided to the Board and will ensure any outstanding visitor access forms are flagged to the CSU triumvirate team for completion.

Heads of Communications

- Maintains the Trust Register of approved official visitors and is responsible for ensuring CSUs and other relevant parts of the Trust are made aware of their responsibility to notify the communications team of any visits covered by this policy via internal awareness-raising campaigns twice yearly.
- Ensures all media and celebrity / VIP visits are handled effectively and responsibly.
- Ensures briefings to Executive Team or lead director and other internal and external stakeholders, as appropriate, on media activity and celebrity / VIP visits and their potential impact.

- Ensures the Executive Team, Trust Security team and CSU triumvirate teams are alerted as appropriate to all media and VIP / celebrity visitors to the hospital.
- Responsible for ensuring that ID badges issued to long term official visitors are returned to the communications team following the end of a visitor's association with the Trust.

All staff

- Must act in accordance with this policy and support visits to their areas by representing the Trust properly by checking for identification/authorisation where appropriate and acting professionally at all times.

Leeds Hospitals Charity

- Arranges some celebrity visits on behalf of the Charitable Trustees and ensures that all procedures outlined in this policy are followed.
- Notifies the Head of Communications or appropriate communications lead about expected visits.
- Ensures Visitor Access Forms are completed for all official visitors, and all celebrities are escorted appropriately throughout their visits.
- Negotiates access for upcoming official visits and liaises with local clinical staff to arrange access to ward areas.

Other charities linked to the Trust

- Engage with ward level staff and the communications team about official visits.
- Send visitor access forms to communications team.
- Must ensure a member of ward staff or the communications team attends a visit.

CSU Triumvirate Team

- Ensures clinical teams are aware of the policy and of their responsibility to notify communications about locally approved official visits, completing the Visitor Access Form, providing the details required. The team will be responsible for the completion of visitor access forms to the required standard timescale, ensuring information is immediately notified to the communications team where events are arranged with less than 48 hours notice.

Lead Nurses/Sisters or Charge Nurses

- Advise the communications team about any fundraising or charity visits to wards and other clinical areas.
- Support the communications team in organising visits to their areas.
- Accompany approved one-off or short-term visitors where appropriate.

- Ensure local staff check the authorisation and credentials of long-term approved visitors such as documentary media crews or 'returning' celebrities.
- Report any risks or untoward incidents.
- Ensure all staff adhere to this policy.
- Ensure the wellbeing, safety and best interests of patients and staff during visits.
- Provide opportunities for local retrospective de-brief meetings or reviews of visits to identify risks to patients or breaches of this policy, and to share lessons learned.
- Raise awareness of other ways for staff to flag any concerns not captured by this process, e.g. DATIX, Freedom to Speak Up Guardian, creating a safe space and promoting a culture of openness so issues can be addressed.

Freedom to speak up guardian

- Staff and volunteers are able to use service to discuss any concerns they may have about visits
- A named person is required to refer the matter to this service

Security

- Trust security team to provide support during visits as required and as agreed with the Communications Team.
- Carry out risk assessments prior to the visit, if appropriate or liaise with local police or Royal Protection Officers. Assessment will determine the appropriate level of additional resources or control measures, if required. Risk assessment should include the likelihood of uninvited photographers and followers or fans potentially attracted by the presence of a celebrity or VIP.
- Provide ID badges to long-term official visitors based on application by the communications team.

Trust Board

- Receive and consider an annual summary report from a relevant sub-committee of the Quality Committee, based on a twice-yearly report on approved official visitor activity from the Head of Communications and advise on any measures it considers necessary to assure the policy intent.

6 EQUALITY ANALYSIS

This Policy has been assessed for its impact upon equality. Following consultation with the Equality and Diversity Manager, the policy has been screened for equality analysis and there is no discernible need to carry out a full equality analysis. No issues or concerns around equality were raised based on the consultation carried out with Trust staff.

The Leeds Teaching Hospitals NHS Trust is committed to ensuring that the way that we provide services and the way we recruit and treat staff reflects individual needs, promotes equality and does not discriminate unfairly against any particular individual or group.

7 CONSULTATION AND REVIEW PROCESS

The Executive Team has agreed the need for this policy. Amendments to this version have been made in line with recommendations from an internal audit report considered by the Trust’s Risk Committee in February 2021. Changes were discussed and approved by a reference group drawn from Trust departments who host visits most frequently, Heads of Quality, Information Governance, Infection Prevention and Control, and Safeguarding or their nominees.

8 STANDARDS/KEY PERFORMANCE INDICATORS

The Head of Communications will provide a summary annual report of approved official visitor activity to the Trust Board. Any exceptional issues or uncontrolled risks or untoward incidents will be reported using the Trust’s incident reporting procedures. The annual report to the Trust Board will include details of incident reports, the quality of submitted visitor access, the timeliness of the receipt of the forms and the spread around the Trust from where the forms are coming from.

9 COMMUNICATION/DISSEMINATION

The policy will be communicated in a number of channels, as per the table below.

Activity	Purpose (audience, key message, etc)
Start the Week	Awareness of policy and key changes <ul style="list-style-type: none"> - About safety and security of patients and staff - Relates to ‘official visitors’ not patients’ family or friends or Trust volunteers - Maintain central register - Responsibility of ward/specialty or other Trust lead to notify Comms - Accompany visitors

	- Long term visitors must have a DBS check, security ID badge and sign a confidentiality form (copy attached as an appendix to this policy)
StaffConnect app and official social media channels	As above
Team Brief	Emphasise importance of compliance and accountability.
Briefing to CSU triumvirates for cascade to teams	Summary of policy and purpose
Screensaver	To promote awareness of the policy to all Trust staff every six months

10 MONITORING COMPLIANCE AND EFFECTIVENESS

Compliance with this policy will be monitored by the Head of Communications, including notification provided to Communications by CSUs of locally arranged and supervised approved official visits.

Where risks are identified in advance a mitigation plan will be devised by the local clinical team in conjunction with the communications team, Head of Security and any other relevant staff.

Where incidents are reported during or after an event, action plans will be developed to prevent recurrence and the policy will be reviewed and updated, as appropriate.

A twice-yearly report will be drafted by Communications department and shared with all CSUs as part of regular awareness-raising in relation to the policy and to issues arising from non-compliance.

The final report will be provided to the relevant sub-committee of the Quality Committee, and subsequently, via notes of the Quality Committee, to the Trust Board.

Policy element to be monitored	Standards/ Performance indicators	Process for monitoring	Individual or group responsible for monitoring	Frequency or monitoring	Responsible individual or group for development of action plan	Responsible group for review of assurance reports and oversight of action plan
Maintenance of Trust Register of approved official visitors	100% of approved official visits recorded, quality of submitted visitor access forms, the timeliness of the receipt of forms, spread of where forms are received from across the Trust.	Regular report	Head of Communications	Annual	Head of Communications	The Trust Board
Review of untoward incidents	All reported incidents to be considered	Regular Review	Head of Communications	Annual unless serious untoward incident is reported	Head of Communications	The Trust Board

11. REFERENCES/ASSOCIATED DOCUMENTATION

Department of Health policy paper published November 2015, *Jimmy Savile NHS investigations: Update on the themes and lessons learnt from NHS investigations into matters relating to Jimmy Savile*

<https://www.gov.uk/government/publications/jimmy-savile-nhs-investigations-response-to-lessons-learnt-report>

Relevant Trust Policies

- i. Security Policy
- ii. Information Governance Policy
- iii. Safeguarding Children Policy
- iv. Safeguarding Adults at Risk Policy
- v. Infection Prevention and Control policies
- vi. Risk Management Policy
- vii. Recruitment, selection and training of volunteers (separate policies)

Appendix 1

Information for Official Visitors and VIPs.

The following information must be sent by the person authorising or making arrangements for the visit in advance, allowing visitors to understand their responsibilities and obligations.

Infection Prevention and Control

COVID-19 remains a serious threat to patients and staff throughout the NHS and at Leeds Teaching Hospitals NHS Trust. So, for the foreseeable future the following guidance must be observed by any official visitor attending the site with special permission:

Maintain social distancing - Keep a two metre distance from other people where this is possible. Signs giving instructions are set out on the floor and walls of our hospitals – please look out for these.

Practice good hand hygiene – Avoid touching surfaces where you can, use hand cleansing stations wherever you see them and regularly wash your hands with soap and water for 20 seconds when there is an opportunity to do so.

Wear a face mask/PPE – You must wear a surgical face mask or face covering at all times when on the hospital site. This includes both inside and outside the hospital buildings. Your mask should cover your nose and mouth. A face shield is not adequate protection so you should only wear one if you are exempt from wearing a face covering. If you don't have one with you, please pick up a surgical mask from a reception area as soon as you arrive. Please be aware that you may be asked to increase protection measures by staff locally by wearing goggles or the appropriate personal protective equipment (PPE).

Download the NHS COVID-19 app - This free app helps to trace people who may have been in contact with someone following a positive test result. We have set up QR codes in public, non-clinical areas of our hospitals - such as cafes, shops and reception areas. Please scan these codes if you remain within these areas for longer than 15 minutes. We do not have QR codes in our clinical waiting areas, outpatient clinics or on wards. This is because we will use our patient information system to trace patients in these areas if required.

Confidentiality/consent

Patients and visitors are entitled to full confidentiality so unless specific written and signed consent is given by the family, no information given by staff and patients should not be disclosed by visitors nor should their identity be revealed directly or by inference.

No confidential information or patient identifiable information may be captured in any background shots or filming undertaken during any visit the Trust, unless there is a

clear undertaking to redact such data by blurring/pixellation or other agreed mechanism.

Official visitors should not be given any unnecessary information about patients that they do not need to know. Patients should be asked in advance of a visit whether they are willing to be involved in it, and if they are not, the official visitor should not meet the patient. For example, patients should be asked to give their consent for the visitor to sit in on clinics or appointments.

Safeguarding - Concerns during or following visits

Staff who have concerns about the behaviour of any external visitors, or have a concern raised to them by a patient or visitor, are required to raise these immediately. Examples of concerns could be:

- i) a visit is compromising the effective provision of services,
- ii) patient privacy and dignity is compromised,
- iii) the visitor is unaccompanied or inadequately supervised, or
- iv) appropriate identification and authorisation has not been shown.

Under no circumstances will the VIP status of any individual or organisation be used as a reason for inaction or to discourage any patient, carer or member of staff from expressing concern.

If a concern cannot be resolved immediately, staff will notify a senior member of staff immediately, and if necessary, call Security.

Any member of staff or visitor who has witnessed inappropriate behaviour during a visit or wishes to raise a safeguarding concern they should follow the Trust safeguarding procedures. Advice can be sought from the Trust safeguarding team.

Appendix 2

Confidentiality & Consent Form

(to be attached to approved version)