

Admitting very important persons and celebrities to Trust premises procedure

Version:	1
Bodies consulted:	Safeguarding Leads, Portman Clinic, Gloucester House, Library, PPI, Communications, Trust Secretary, Human Resources
Approved by:	MT
Date Approved:	29.9.15
Lead Manager:	Communication Manager
Responsible Director:	Director of Quality
Date issued:	Sep 2015
Review date:	Oct 2017



Contents

1	Introduction	3
2	Purpose	3
3	Scope.....	3
4	Definitions	4
5	Duties and responsibilities.....	4
6	Procedures	5
7	Training Requirements.....	7
8	Process for monitoring compliance with this Procedure.....	7
9	References	7
10	Associated documents.....	7
	Appendix A : Equality Impact Assessment	8

Admitting very important persons and celebrities to Trust premises procedure

1 Introduction

The 'Themes and lessons learned from NHS investigations into matters relating to Sir Jimmy Savile OBE' report (Lampard and Marsden, 2015) set recommendations, the first being to agree a policy for agreeing to and managing visits by VIPs and celebrities.

2 Purpose

This procedure sets out how VIPs and celebrities will be selected to attend the Trust for a specified purpose, who would be responsible for the arrangements and for the VIP or celebrity whilst that visitor is on Trust premises, and what is to be done following the visit.

3 Scope

This procedure will apply to all proposed, prospective and actual visits by celebrities, VIPs and official visitors (and any entourage) visiting for purposes other than receiving Trust services such as patients, students, or clients.

These arrangements do not apply to those accompanying service users in order to provide support, interpreting services, or to facilitate physical access.

Visits by the Trust's Royal Patron and other members of the Royal Family are excepted; these guests' visits will be managed through the Chair's office.

Other visitors on official Trust business, including, contractors, trades' union officials, business partners, delivery persons, advisers, and suppliers (including those people vying to provide such goods and services), are covered by other Trust procedures.

4 Definitions

Approved Visitors: individuals or groups who are invited or who have been invited to be on Trust premises for an official purpose for the benefit of the patients, staff, the Trust or the NHS. Approved visitors include:

VIPs –key stakeholders including ministers, clergy, elected representatives, overseas dignitaries, Trust non-executive directors, Trust governors

Celebrities –people with a profile known to the public, even if only a small section of the public, this may include costumed characters.

Journalists –or other persons involved in print or broadcast media. This category may also include associated technical personnel, such as, camera crew, sound technicians, or photographers.

Fundraisers –people who are supporting the business of the Trust to generate financial support or present funds raised for the benefit of the Trust.

Relatives, carers and friends of patients –people accompanying patients to provide support and facilitate access who may or may not be present in patient session.

Members and stakeholders –attending events or to meet their governor representative.

Whilst those listed above are very welcome, due to limited space and resources to manage visitors, access to the Trust is not open to the general public as there are no public amenities, no in-patients to visit, and no services provided other than those to which individuals would be specifically invited.

5 Duties and responsibilities

Chair –must be advised of all visits

Chief Executive –must approve all proposals for visits in principle, and programmes for visits once approved

Visit sponsor –will be responsible for all operational aspects of a visit and its sequelae

Directors and managers –are responsible for their own areas and making preparations and maintaining normal business uninterrupted.

6 Procedures

6 (a) Consideration stage

Casual, unannounced¹, and *ad hoc*, visits are not appropriate due to the disruption of the work of the clinics; any person arriving under these circumstances will be asked to write to the Chief Executive setting out why they would like to visit and how that would benefit service users.

For any visit there must be a specified purpose linked to achieving the Trust's mission.

Only a director may propose a visit. Proposals must be in writing to the Chief Executive, and address all of the points in this section.

The Chief Executive will decide, having consulted others as indicated, whether a visit could go-ahead. Until this decision has been made in principle, no discussions or use of resources may commence in anticipation of a presumed approval.

6 (b) Allocation of visit sponsor

The visit sponsor will be responsible for drawing up a plan, including human and financial resources, making preparations with those managers listed in 6 (c), ensure that a programme has been agreed by the CE, that the programme and plans have been followed, and that a report is completed on the experience.

6 (c) Preparing for a visit

The sponsor should ensure that all involved staff are clear what the programme is trying to achieve and their role in achieving it. Relevant staff will always include:

- The Chair
- Estates and Facilities Manager
- Any director of services or the dean of areas where the visitor will visit

¹ Some visits of VIPs are not publicised in advance on the advice of the police

- Communications Manager
- The safeguarding leads
- The relevant service managers
- The Caldicott Guardian
- The PREVENT lead

And other staff as necessary.

If any exceptional risks become apparent then a risk assessment should be undertaken.

Conflicts of interest must be avoided; likewise, all possible consideration of sensitive matters to be avoided should be identified.

The programme should set out in detail the progress of the visit and timings, with objectives set out so that the visit achieves its purpose. The programme should make provision for:

- Introductions to service users and staff (as applicable)
- Refreshments
- Personal comfort
- Deputies for Trust staff who are not available
- Alternative arrangements should adverse incidents affect the planned programme
- Presentation of gifts or mementos
- Liaison with police and security services

6 (d) Managing the visit

The sponsor will ensure that the visitor is met by the Chair, or Chief Executive, or other executive director on arrival.

Others to be introduced to the visitor will be included on the programme.

The visitor is not to be left unattended at any time. If the visitor is separated from their entourage, then arrangements will be made to ensure the entourage is not left unattended.

The sponsor must ensure that disruption to the normal business is avoided at all costs.

The visitor must be seen to leave the premises, the person responsible for this must be identified on the visit programme.

6 (e) After a visit

The sponsor must invite all those involved in the visit to give feedback on their experience, and present a report based on the original proposal to the Management Team.

7 Training Requirements

Mentoring from experienced staff will be given as require.

8 Process for monitoring compliance with this Procedure

Following a visit, the Management Team will review the report.

9 References

Lampard, K., and Marsden, E., (2015). Themes and lessons learned from NHS investigations into matters relating to Sir Jimmy Savile OBE report: London.

10 Associated documents²

Staff safety and security procedure
Confidentiality Code of Conduct
Media Handling Procedure

² For the current version of Trust procedures, please refer to the intranet.

Appendix A : Equality Impact Assessment

1. Does this Procedure, function or service development affect patients, staff, students and/or the public?

YES

2. Is there reason to believe that the Procedure, function or service development could have an adverse impact on a particular group or groups?

NO

*3. If you answered **YES in section 2**, how have you reached that conclusion? (Please refer to the information you collected e.g., relevant research and reports, local monitoring data, results of consultations exercises, demographic data, professional knowledge and experience)*

4. Based on the initial screening process, now rate the level of impact on equality groups of the Procedure, function or service development:

Negative / Adverse impact:

Low.....

Positive impact:

Low.....

Date completed 18.9.15

Name Jonathan McKee

Job Title Governance Manager