

Plan For VIPs and Protected Persons

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Name of responsible committee / Individual	Trust Leadership Team
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Target audience:	All Trust Staff
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PLAN FOR VIPs and PROTECTED PERSONS

Version Control Sheet

Version	Section / Para / Appendix	Version / Description of Amendments	Date	Author / Amended by
1		New Policy	August 2016	Head of Communications
2	Front cover	Change Trust header	September 2018	Trust Board Business Manager
	3.0	Remove reference to walk in centre		
	8.2.1	Reference Communications Policy		
	9.1	Change to the host of the VIP rather than Communications Team leading on the debrief		
	11	Removal of the reference to the action plan related to Jimmy Saville requirements		
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This plan is designed to complement the Major Incident Plan and relevant policies.

1.0 Introduction

There are occasions when a VIP (Very Important Person) might visit Lincolnshire Community Health Services NHS Trust (LCHS) services or premises. This could occur during the working day or in the out of hours period.

VIPs might include members of the Royal family, senior politicians (e.g. Secretary of State, Ministers), representatives from national bodies such as the Department of Health, celebrities, sportspeople etc.

Additionally the trust provides urgent care services which can be accessed by everyone and this can include VIPs and those in protective custody, this may be an emergency with little warning.

It is important that the trust is able to continue normal business and that care provided to others is not compromised. In addition it is important to safeguard both the privacy of the VIP and those around them including staff. It is also important to safeguard the reputation of the organisation.

Where there is a pre-planned operation the Health, Safety and Security, Communication, Emergency Preparedness, and Safeguarding Services should ensure co-operation to ensure that all of the issues that may arise as a result of the visit or admission are covered.

This section of the procedure explains the process that must be followed around a VIP visit to LCHS services or premises.

2.0 Aims and objectives

To ensure that the correct procedures are followed when a VIP attends LCHS services or premises, this could be as a patient or a visitor.

3.0 Attendance at a Minor Injury Unit/Urgent Care Centre

- 3.1 Where a VIP attends the unit as an emergency there may be no warning. It is important to stress that we treat all patients in the unit the same and treat in order of priority based on clinical need.
- 3.2 It is important to note, however, that such admissions will attract significant media interest and disruption of services for others and for that reason special arrangements may be necessary.
- 3.3 Once in the unit the VIP should be treated in an appropriate facility that affords adequate privacy and avoids disruption.

4.0 Admission to a Ward

- 4.1 Where a planned admission is taking place than a planning team meeting should take place to discuss aspects of the admission. This will ensure it goes without any foreseeable problems.

5.0 VIP visits

- 5.1 VIP visits may be pre-planned for example to open a new building or present an award but in response to a major incident may follow with very short notice.
- 5.2 A visit team should be assembled including the managers of the area to be visited. Additionally LCHS Communications, Emergency Preparedness, Safeguarding services and Health, Safety and Security managers should be involved in the planning.

6.0 Roles and responsibilities

6.1 Chief Executive

The Chief Executive has accountability for ensuring the provision of high quality, safe and effective services within the Trust.

6.2 Directors

All directors will ensure the procedure is implemented within their service areas, and taking appropriate action should any breach arise.

6.3 Senior managers

All senior managers have a delegated responsibility for ensuring that this procedure is known to all staff, and that its requirements are followed by all staff within their directorate/division/department.

6.4 Staff

All staff is responsible for adherence to this procedure.

7.0 VIP visits procedure

7.1 Getting agreement for a VIP visit:

- 7.1.1 Before inviting a VIP to visit LCHS services or premises, (or, if approached, before agreeing to a VIP visit) staff should escalate this to their line manager who will further escalate to their service director. The service director will discuss the suggestion with the relevant executive director for example the Chief Executive or the chairperson to ensure that the visit is appropriate.
- 7.1.2 Before giving agreement for the visit, the service director will ensure liaison with the corporate communications team. This is to ensure that the visit does not clash with any other L C H S events, and to consider any conflict of interest the visit might highlight (e.g. political, such as purdah restrictions; PR, such as a celebrity who is known for reasons that may clash with organisational values).

8.1 Planning a VIP visit

- 8.1.1 Once a visit has been agreed, the visit host (i.e. the executive director / service director / service manager as appropriate) will ensure liaison with

the corporate communications team to arrange the visit. These arrangements will include:

- Drafting a programme for the visit, including timings and tour routes (if appropriate);
- Conducting a risk assessment to identify and mitigate any possible issues around privacy and dignity, and safeguarding and confidentiality, to ensure that the VIP visit does not in any way compromise patient care, unduly inconvenience staff or patients, or breach patient confidentiality;
- Arranging how the VIP will be welcomed and accompanied at all times whilst on LCHS premises, and who by;
- Working with other organisations regarding the visit arrangements, such as the ministerial visits office;
- Informing other organisations as appropriate (e.g. local CCGs, local authorities etc.);
- Discussing hospitality arrangements;
- Advising on an appropriate invitation list;
- Identifying service users to be involved in the visit where appropriate, and gaining their consent to be involved. The consent process will include an explanation of the nature of the visit and what to expect; and
- Arranging photographs and media activity (if appropriate).

8.2 During a VIP Visit

8.2.1 During a VIP visit the following must be adhered to:

- The VIP must be accompanied at all times by their identified chaperone;
- The agreed programme should be adhered to as closely as possible (for certain VIPs this will be essential for security reasons);
- When entering a patient area, the VIP should be asked to adhere to the infection control procedures appropriate to that area, which may include hand washing, 'bare below the elbow' and so on;
- Consent must be gained before taking photographs, using the Trust's consent form, which can be found in the Communications Policy. This will be provided by the corporate communications team. The consent process will include an explanation of how and where the photographs, videos, voice recordings or words will be used;
- A member of the corporate communications team, or another identified Trust representative, will accompany the media at all times while on Trust premises; and
- Only a member of the corporate communications team, or an agreed Trust spokesperson, who has been briefed in advance, should speak with any attending media.

9.1 Following a visit from a VIP

- The corporate communications team will send out a press release (if appropriate) and monitor the media for any coverage of the visit;
- The visit host will draft a letter of thanks to the VIP for their visit. This will be shared with the relevant executive director (and the Chief Executive and Chair if appropriate) and the corporate communications team before being sent; and
- The host supported by the Emergency Planning Lead will hold a debrief with the staff to identify what went well and what could be improved, for future visits.

10.0 Implementation process:

Staff will be made aware of this procedure via the monthly Team Brief. All senior managers/heads of service/team leaders need to ensure new policies and procedures are placed on team meeting agendas for discussion. There is an expectation that the team leader will develop local systems to ensure their staff are instructed to read all relevant policies, and to identify any outstanding training deficits.

11.0 Staff Welfare

Dealing with VIPs and especially where additional security is in situ can be stressful and staff must be supported to minimise stress and disruption to normal business.

Monitoring Template

Minimum requirement to be monitored	Process for monitoring e.g. audit	Responsible individuals/ group/ committee	Frequency of monitoring/audit	Responsible individuals/ group/ committee (multidisciplinary) for review of results	Responsible individuals/ group/ committee for development of action plan	Responsible individuals/ group/ committee for monitoring of action plan
Senior Exec identified Estates, Communications Stakeholders if shared estate Security	Share briefings before/after Via PPSEG and TLT	Head of Corporate Governance TLT Chair	Following each visit	Head of Corporate Governance, TLT Chair; PPSSEG	Communications Estates Senior Exec Security Officer	Comms Estates Senior Exec Security Officer

Equality Analysis

Name of Policy/Procedure/Function*	VIP Plan
Equality Analysis Carried out by:	Anna Pridmore
Date:	September 2018
Equality & Human rights Lead:	Rachel Higgins
Director\General Manager:	Andrew Morgan

*In this template the term policy\service is used as shorthand for what needs to be analysed. Policy\Service needs to be understood broadly to embrace the full range of policies, practices, activities and decisions: essentially everything we do, whether it is formally written down or whether it is informal custom and practice. This includes existing policies and any new policies under development

A	Briefly give an outline of the key objectives of the policy; what it's intended outcome is and who the intended beneficiaries are expected to be	<p>There are occasions when a VIP (Very Important Person) might visit Lincolnshire Community Health Services NHS Trust (LCHS) services or premises. VIPs might include members of the Royal family, senior politicians (e.g. Secretary of State, Ministers), representatives from national bodies such as the Department of Health, celebrities, sportspeople etc.</p> <p>The trust provides urgent care services which can be accessed by everyone and this can include VIPs and those in protective custody, this may be an emergency with little warning.</p> <p>It is important that the trust is able to continue normal business and that care provided to others is not compromised. In addition it is important to safeguard both the privacy of the VIP and those around them including staff. It is also important to safeguard the reputation of the organisation.</p> <p>Where there is a pre-planned operation the Health, Safety and Security, Communication, Emergency Preparedness, and Safeguarding Services should ensure co-operation to ensure that all of the issues that may arise as a result of the visit or admission are covered.</p>
B	Does the policy have an impact on patients, carers or staff, or the wider community that we have links with? Please give details	Possibly, the policy is designed to protect the privacy and safeguard not only the VIP but also patients, staff and others who may be in the area at the time of the visit whether planned or unplanned from intrusion by the public or media.
C	Is there is any evidence that the policy\service relates to an area with known inequalities? Please give details	Any known inequalities will match those where the potential visit could take place

D	Will/Does the implementation of the policy\service result in different impacts for protected?	Yes	No	Comment
	Disability		x	
	Sexual orientation		x	
	Sex		x	
	Gender Reassignment		x	
	Race		x	
	Marriage/Civil Partnership		x	
	Maternity/Pregnancy		x	
	Age		x	
	Religion or Beliefs		x	
	Carers		x	
If you have answered Yes to any of the questions above then you are required to carry out a full Equality Analysis on page 3				
The above named policy has been considered and does not require a full equality analysis				
Equality Analysis Carried out by:		Anna Pridmore		
Date:		September 2018		