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| **Department** | All NHSGGC inpatient wards and departments |
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| **Responsibility** | All inpatient areas and departments who have a hospital Person-Centred Visiting iPad |

**Standard Operating Procedure**

**Person-Centred Virtual Visiting**

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# Introduction

The purpose of Person Centred Virtual Visiting (PCVV) is to ensure that while normal hospital visiting is [**suspended**](https://www.nhsggc.org.uk/your-health/health-issues/covid-19-coronavirus/for-the-public-patients/hospital-visiting-restrictions-now-in-place/)**,** patients have the opportunity to speak virtually to those who matter most to them during the COVID-19 pandemic, by using iPads to video call friends and family.

PCVV aims to provide the opportunity and support for all inpatients to contact their relatives and friends using their own mobile phone or tablet or by using a hospital PCVV iPad.

<https://contactscotland-bsl.org/reg/> The purpose of this Standard Operating Procedure (SOP) is to provide guidance to ensure the following is achieved:

* + Minimise the risk of infection
  + Minimise the risk of damage to tablets
  + Minimise the risk of information governance breaches
  + Minimise the risk of theft
  + Ensure a consistent approach is in place across all NHSGGC wards and departments for PCVV.

This SOP applies during the COVID-19 outbreak; it will be reviewed and updated on an ongoing basis.

# Availability of Resource

With support from eHealth, Corporate Endowment Funds and Public and Private Donations every inpatient area has been allocated at least one iPad for the sole purpose of supporting Person-Centred Virtual Visiting.

# Guiding Principles to Facilitate a Successful Person-Centred Virtual Visiting Video Call

To help provide a consistently reliable, quality approach to person centred virtual visiting calls for patients and families the following guiding principles should be followed:

1. **All staff** on the ward need to know where the PCVV iPad is located and understands the purpose of using the device to support virtual visiting calls between patients and family members.
2. **All staff** on the ward need to be familiar with how to use the core functions on the iPad to facilitate a PCVV call i.e. FaceTime, Skype and Zoom.
3. **All patients and family members** should experience a person-centred compassionate approach when receiving a virtual visiting call. If a patient requires assistance to either set-up the call or whilst receiving the call, this should be organised by the ward team.
4. Requests for a virtual visit call from the patient, family member or friend should be completed within a 24-hour period unless exceptional circumstance presents. If this is not possible, the family member or person requesting the call should be advised of this and what alternative arrangement is being offered.
5. Outstanding virtual visiting calls should be passed on to the next shift if not completed. If the patient is transferred to another ward or hospital before the call is completed this information should be passed on to staff in the transfer ward. Good Practice is to keep a logbook for audit trail purposes of all calls completed or outstanding.
6. PCVV requests should be facilitated for all those who matter to the patient. The service is not exclusive for next-of-kin or direct family members.
7. All ward/departments should have a recognised structure and process of how virtual visiting calls are managed on a daily basis. This is not prescriptive per sae but should be tailored to meet the individual needs and circumstance of each ward.
8. A process should be in place in each ward/department to ensure the safety and security of the iPad. If the iPad is lost or stolen this should be reported as soon as this is discovered via the DATIX Incident Management System and reported to the [virtual.visit@ggc.scot.ns.uk](mailto:virtual.visit@ggc.scot.ns.uk) to ensure it is disabled for security purposes on the AirWatch Management System
9. If the ward is locked out of any of the iPad Apps or Icons this should be rectified as soon as possible – help and support is available Monday – Friday 09.00 – 17.00 via [virtual.visit@ggc.scot.nhs.uk](mailto:virtual.visit@ggc.scot.nhs.uk)

# Functions Available

The iPads are all built by eHealth, and connected to the main Wi-Fi (WPA2–MAIN).

## How to use the iPad

* Detailed instruction on how to use the iPad can be found at [**www.support.apple.com**](http://www.support.apple.com)
* If further guidance and support is required contact[**virtual.visit@ggc.scot.nhs.uk**](mailto:virtual.visit@ggc.scot.nhs.uk)

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| **HOW TO USE THE iPAD** | | |
| **Apps/Icon Badge** | **App Title** | **Purpose and Registration Guidance** |
| Settings 2.png | **Control Centre** | To access the iPad control centre using your finger swipe down from the top right-hand corner of the screen. The control will appear as displayed on the left. You can use this to increase and decrease the volume and the brightness of the screen and more. To close it, swipe up from the bottom of the screen or just tap the screen.  To zoom in and out on the screen by spreading fingers apart or together across the screen.  To move from one page to another on the iPad home screen, swipe your finger across the screen – swipe right to left to go forward or to go back left to right. |
| See the source image | **Safari Web Browser** | Safari is the default browser on Apple Devices. This can be used for browsing the web or opening links in documents etc. |

## Apps and Icons available on the iPad

The following apps and icons are already installed to support the following aspects of person-centred care:

### Communication tools to support person-centred virtual visiting and hospital appointments

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| **COMMUNICATION TOOLS TO SUPPORT PERSON-CENTRED VIRTUAL VISITING AND HOSPITAL APPOINTMENTS**   * The ‘How-to-Guides’ provide information on how to register for each of these Apps at: [**https://www.nhsggc.org.uk/patients-and-visitors/person-centred-visiting/person-centred-virtual-visiting/**](https://www.nhsggc.org.uk/patients-and-visitors/person-centred-visiting/person-centred-virtual-visiting/)or via the PCVV Icon * If further guidance and support is required contact[**virtual.visit@ggc.scot.nhs.uk**](mailto:virtual.visit@ggc.scot.nhs.uk) | | |
| **Apps/Icon Badge** | **Apps/Icon Title** | **Purpose and Registration Guidance** |
| Facetime.PNG | **Facetime** | * Apple ID already set-up * Use to make video & audio calls to Apple devices |
| Skype.PNG | **Skype** | * Help will be given to set-up at point of delivery – a ward mobile phone number may be required. * Use to make video and audio calls to Android, Apple and Window devices. |
| Zoom.PNG | **Zoom** | * Help will be given to set-up at point of delivery. * Use to make video and audio calls to Android, Apple and Window devices. |
| App 3.png | **vCreate** | * **vCreate** is a secure video messaging service (asynchronous), allowing staff to film short messages which can then be securely emailed to a family member. * The Scottish Government are currently supporting this service in all adult Intensive Care Units and PICUs, in addition to all the NICUs who already use it. * This method is particularly useful if a real time conversation is not possible due to the patient’s clinical condition or if they are not able to participate in a conversation due to cognitive impairment. |
| near me.PNG | **Attend Anywhere / NHS Near Me** | * Near Me is a video consulting service that enables people to have health and social care appointments from home or wherever is convenient. * Near Me is a secure form of video consulting approved for use by the Scottish Government and NHS Scotland. Further information can be accessed at: [**https://www.nearme.scot/**](https://www.nearme.scot/) |
| teams.PNG | **Microsoft Teams,** | * Chat-based collaboration platform rolled out to all NHS Scotland Health Boards in 2020 complete with document sharing, online meetings, and many more extremely useful features for business communications. * Individual staff registration required |

### Communication support tools

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| --- | --- | --- |
| **COMMUNICATION SUPPORT TOOLS**   * The ‘How-to-Guides’ provide information on how to register for each of these Apps at: [**https://www.nhsggc.org.uk/patients-and-visitors/person-centred-visiting/person-centred-virtual-visiting/**](https://www.nhsggc.org.uk/patients-and-visitors/person-centred-visiting/person-centred-virtual-visiting/)or via the PCVV Icon * For further information and guidance of how to use the Apps please contact[**Jac.Ross@ggc.scot.nhs.uk**](mailto:Jac.Ross@ggc.scot.nhs.uk)(Equality and Human Rights Manager) | | |
| **Apps/Icon Badge** | **Apps/Icon Title** | **Purpose and Registration Guidance** |
| Int Now.jpg | **Interpreter Now** | * Provides a link for patients using British Sign Language (BSL). * Provides a quick link to an online British Sign Language Interpreter who can support you to communicate with your Deaf patient. |
| BSL.PNG | **Contact Scotland BSL** | * Provides a link for British Sign Language users who wish to call or receive a call from hearing family members. |
| AVA.PNG | **AVA** | * Provides a link for patients with a hearing loss who would normally lip read and cannot because of staff wearing masks. * Provides a written caption of what you are saying in real time for the patient to read. |
| Link.jpg | **Capita Live Link** | * Provides a link for patients who do not speak English but who speak another language. * Provides a telephone interpreter to help communicate with a patient who speaks another language, and for staff to call out to a patient or family member who is not on the ward. |

### Care experience feedback

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| **CARE EXPERIENCE FEEDBACK**   * For more information on Care Opinion please contact the Patient Experience Public Involvement Team: [**PatientExperience@ggc.scot.nhs.uk**](mailto:PatientExperience@ggc.scot.nhs.uk) | | |
| **Apps/Icon Badge** | **Apps/Icon Title** | **Purpose and Registration Guidance** |
| care opinion.PNG | **Care Opinion,** | * Care Opinion is one of NHS GGC’s main ways to gather feedback from patients and carers. * Care Opinion is an independent organisation and provides a safe and simple way for people to anonymously share their experiences of health and care services. * Patients and carers can share their feedback prior to being discharged by answering three questions:   + What was good?   + What could be improved?   + How did it feel? * Staff within NHS GGC receive a notification and can respond in real time. * Individual registration is required to receive alerts to stories and respond. * Ward teams are responsible for reviewing and reflecting on feedback to celebrate the positive aspects of care and identify key learning to change practice and improve care. |

### Information support

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| **INFORMATION SUPPORT**   * If additional guidance and support is required contact[**virtual.visit@ggc.scot.nhs.uk**](mailto:virtual.visit@ggc.scot.nhs.uk) | | |
| **Apps/Icon Badge** | **Apps/Icon Title** | **Purpose and Registration Guidance** |
| PCCV.jpg | **NHS GGC PCVV Website Link** | * Link to local guidance & advice on person-centred visiting. This includes:   + How-to-Guides for patients, relatives and staff   + Standard Operating Procedure of how to us the PCVV iPad   + Evaluation form to provide Feedback |
| Covid.jpg | **Covid-19 Website Link** | * Link to current guidance & advice from the Scottish Governments on Covid-19. |
|  | **PCVV Link to Evaluation Survey** | * Link to a short survey allowing patients, family/friends and staff members to give feedback on their experience of using the Person Centred Virtual Visiting iPads and service. * Feedback will help us to learn and improve the service. |

### Health Improvement

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| **HEALTH IMPROVEMENT**   * If additional guidance and support is required contact: \*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\* | | |
| **Apps/Icon Badge** | **Apps/Icon Title** | **Purpose and Registration Guidance** |
| App 4.png | **Support & Information Services** | This page provides information about the NHSGGC Support and Information Services and how to contact the service for advice.  <https://www.nhsggc.org.uk/patients-and-visitors/support-and-information-services/> |
| App 1.png | **Quit Your Way** | This page provides information for patients about the stop smoking services and support available, what they offer and how to get in touch with them.  <https://www.nhsggc.org.uk/your-health/healthy-living/smokefree/quit-your-way/> |
| App 6.png | **Money Advice Services** | This page provides information and guidance for patients about money advice services available.  <https://www.nhsggc.org.uk/your-health/health-issues/covid-19-coronavirus/for-patients-the-public/local-support-services/money-worries/> |
| App 5.png | **Carers** | This page provides information for patients and relatives who are carers.  <https://www.nhsggc.org.uk/your-health/health-services/carers/information-for-carers/> |

### Spiritual Care

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| **SPIRITUAL CARE**   * If additional guidance and support is required contact: [**Chaplains@ggc.scot.nhs.uk**](mailto:Chaplains@ggc.scot.nhs.uk) | | |
| **Apps/Icon Badge** | **Apps/Icon Title** | **Purpose and Registration Guidance** |
| App 16.png | **Islamic Prayer Times & Qibla** | * For the worldwide Muslim community. * The App will tell you in which direction to pray & when it’s time to pray at your location, the App notifies you. * You can change to different prayer time conventions and view Ramadan timetable with Suhoor/Iftaar notifications. |
| App 7.png | **Daily OM – Hinduism** | * OM is the sacred sound & a spiritual symbol in Hinduism that signifies the essence of the ultimate reality, consciousness. * It is a syllable (referred to as Onkara) chanted either independently or before a mantra in Hinduism. * This OM app contains 300+ mantras to solve everyday problems & smooth your thought process. |
| App 8.png | **Sikh World** | * “Waheguru Ji Ka Khalsa Waheguru Ji Ki Fateh”. * This App is to make people aware about Sikhs & Sikhism teachings & educate people about Gurus. * You can read & listen to Sri Guru Granth Sahib Ji. Daily morning Hukamnana/Katha of Daily Hukamnama/Sangrand Hukamnama from Sri Darbar Sahib (Golden Temple) etc & a Media Centre & Sikh Tube for audio/video files. |
| App 14.png | **The Buddhist Bible (Buddhist Holy Book)** | * This is a reader’s edition, not a critical edition of the best available translation of key documents of The Buddhist Holy Book. * This book can be read repeatedly for new insights into The Lankavatara Sutra, The Diamond Sutra, Sutra of Transcendental Wisdom & Sutra of the Sixth Patriarch. |
| App 15.png | **Mindfulness: Being Human (L)** | * This App is about getting OUT of your mind & INTO your life! * Making mindfulness simple… science shows practising mindfulness can have a powerful effect on improving mood, better concentration, increased creativity, reducing stress & how we manage our emotions. * This app draws on both Western psychology as well as Eastern mindfulness practices. |
| App 13.png | **Bahá’í Prayers** | * Besides prayers and hidden words, the app includes functions like bookmarks, Qiblih Compass, Badi Calendar, Bahá’íWorld News Service Feed, Solar Times, Personal Reminders, Daily Notifications with Holy Verses & a few more functions. |
| App 9.png | **TorahAnytime.com** | * Instant access to top quality video & audio Torah classes by the world’s greatest Torah scholars. * This app was created to provide a convenient, easily accessible & fun learning experience for Jews & anyone interested in Judaism. |
| App 11.png | **Ocean 2.0 Interfaith Reader** | * An interfaith book lover’s tool providing the core literature of many of the world’s religions with a huge amount of content & plethora of features like an audio feature. |
| App 12.png | **Gideon Bible App** | * This app offers mobile access to Scripture in a multitude of languages including text & dramatized audio bible so you can read and listen to the bible in your own language. * You can search Bibles by language or by country. * Download text & audio for offline reading & listening. * Access ‘helps’ for tough times, search keywords, book names & specific verses. * Bookmark, highlight & add notes. * Share any verse via Facebook, Twitter, SMS & email. * Stay in sync with a free Gideon Bible App Account. |
| App 10.png | **JesuitPrayer** | * One-stop shop for Ignatian Spirituality on the go. * Read daily Scripture, Ignatian Reflection & Prayer. * Submit a prayer request & receive personalised response from the Jesuit Prayer Team. * View virtual prayer cards, set ‘call to prayer’ reminder and ‘call to daily examen’ reminder. * Sign up for daily email & view daily inspirational image. * The Spiritual Exercises help deepen a relationship with Christ & to move contemplation into service. In collaboration with the Magis Center for Catholic Spirituality & Loyola Press, Jesuit Prayer to anchor your day and strengthen your resolve to remember what truly matters. |

## Adding additional Apps and Icons

Other additional Apps/Icons will be considered on an individual request basis to support virtual visiting and communication with patients if they meet the criteria for PCVV.

* All requests for additional Apps and Icons should be directed to [**Virtual.Visit@ggc.scot.nhs.uk**](mailto:Virtual.Visit@ggc.scot.nhs.uk) in the first instance.
* Requests, which do not align with the PCVV profile, should be directed to the eHealth Programme Management Office[**PMO@ggc.scot.nhs.uk**](mailto:PMO@ggc.scot.nhs.uk) for further guidance to be offered.

# Wi-Fi Connectivity

If the Wi-Fi signal strength is consistently inadequate in the ward/department we can arrange for a 4G enabled device to be made available. Email request for this should be forwarded to: [**virtual.visit@ggc.scot.nhs.uk**](mailto:virtual.visit@ggc.scot.nhs.uk)

# Support and Additional Information

To streamline all communication regarding the iPads a generic email account has been created: [**virtual.visit@ggc.scot.nhs.uk**](mailto:virtual.visit@ggc.scot.nhs.uk)

This should be used to:

* request support to use the devices,
* request assistance to support patients to make calls on their own devices or the hospital iPad,
* report any technical issues,
* request staff tutorials of how-to set-up a call, and
* any other enquires not covered above related to the iPad.

If you have a patient who requires assistance to use the iPad and the ward staff are not available to do this there is a small group of staff who are available to provide on-going support to patients. This support is available **Monday – Friday, 09.00 – 17.00**. Please supply the **ward, hospital and patient name** if requesting this support via the generic email account [**virtual.visit@ggc.scot.nhs.uk**](mailto:virtual.visit@ggc.scot.nhs.uk) .

# How to guides

Information on how to use FaceTime, Skype and Zoom are available [**here**](https://www.nhsggc.org.uk/patients-and-visitors/person-centred-visiting/person-centred-virtual-visiting/).

The ‘how to’ guides are also available on each iPad via the ‘PCVV Info’ icon.

# Maintenance, security and storage of the iPad:

## Key Principles

The following principles must be adhered to at all times:

1. The iPad should be **charged regularly** to ensure it is always available for requested video calls.
2. The iPad when not in use should be **stored in a secure location,** ideally in the bag issued with the iPad Case alongside the charger and in line with the [**Information Security Policy (Physical and Environmental)**](http://www.staffnet.ggc.scot.nhs.uk/Corporate%20Services/eHealth/PoliciesandProcedures/Non%20Clinical%20Policies/Documents/NISD%202018/Information%20Security%20Policy%2010%20Physical%20and%20Environmental%20v%20N1.0.pdf), to ensure the device is accessible to ward staff at all times
3. The iPad should **not be left unattended**
4. A **named custodian**, typically the SCN should be assigned per ward for each iPad to ensure it is being used and stored correctly and securely, in line with the [**Acceptable Use Policy**](http://www.staffnet.ggc.scot.nhs.uk/Corporate%20Services/eHealth/PoliciesandProcedures/Non%20Clinical%20Policies/Documents/Information%20Security%20Policy%2019%20Acceptable%20Use%20v%20N1.0.docx.pdf)
5. The **asset tag of the iPad should be added to the ward/department asset register** for retrieval of information if the iPad is lost or stolen.
6. If the iPad is lost or stolen a [**Datix Incident Form**](http://datix.xggc.scot.nhs.uk/datix/live/index.php) (DIF1) should be completed and this reported via the [**IT Service Desk**](http://www.staffnet.ggc.scot.nhs.uk/Corporate%20Services/eHealth/ITSD/Pages/ITServiceDesk.aspx)
7. **Ipad Chargers** do not require to be PAT tested whilst in warranty; however a visual check of the integrity of the charger and cable should be undertaken.

## iPad Cases and Carts

* + 1. **Ipad Cases** approved by the Hospital Infection Control Team should be used on all the PCVV devices. These must be sanitised before and after every patient use:
* **Non-Covid 19 Patients –** clean with detergent wipes and allow to air dry
* **Suspected/confirmed Covid 19 Patients**  - clean with detergent wipes followed by an alcohol wipe and allow to air dry

Care should be taken when cleaning to avoid ingress of moisture into the device sockets. Cleaning should include the mesh handle on the iPad Cover.

**8.2.2 Ipad Carts** are available to wards/departments who have ordered these. These must be sanitised before and after every patient use ***as per instruction in Section 8.2.1 above***

The iPad Carts have been procured for the following reasons:

* To **minimise handling** of the iPad device by patients and staff,
* To allow the device to be **easily disinfected in accordance with** **infection control standards,**
* To **secure the device for easy manoeuvrability** and enable the position of the iPad to be altered to suit the position of the patient,
* To maintain the security of the device and cabling in a lockable casing **to avoid unnecessary interference,**
* To allow for **easy mains charging** of the cart, and
* To allow **privacy and confidentiality as appropriate** after a call is set-up for patients who may otherwise need a member of staff to be with them during the call to hold the device.

It is important that the iPad is **not removed from the Cart** under any circumstance unless for eHealth maintenance checks or repairs is required. Keys are retained by eHealth Staff for **this purpose**.

**To use the iPad in the cart you need to do a few things differently:**

* To view the iPad screen – press the **‘home button’**
* If you need to change any of the settings use the **‘Settings’ App**. For example:
* to **change the volume** of the ipad go into **‘settings’** > **sounds (speaker icon)** and increase or decrease the volume by swiping the control from right to left
* to **change the display & brightness** of the screen go into **‘settings’ > Display and Brightness** (A A icon) and swipe the control from right to left to increase or decrease the brightness of the screen.

**The above functions can also be accessed by swiping down from the top right-hand corner of the ipad for the functions to be accessed.**

**Please note:** the iPad in the cart is never switched off but will hibernate when not in use.

**It is recommended that the cart is charged overnight to ensure the device has sufficient power for use each day.**

# Information governance

Zoom, Skype and FaceTime should be used for outgoing calls, not to exchange messages, videos or other media. If relatives do choose to send in messages on Zoom, Skype or FaceTime (for example photos or videos), they should be advised that they do so at their own risk, and that these are subject to the terms and conditions of each app.

# Steps to follow on admission, to setting up a call, during a call and on completion of the call

## On and during admission and at point of transfer to a different ward

* Every patient must be asked during their stay if they have ways to keep in touch with friends and family. The My Admission Record (MAR) can support this, with the prompts included on page 12. In wards, which do not use the MAR, please ensure this is included in your admission processes and conversations.
* The patient should be offered the opportunity to identify who is **most** important to them – this could be a next of kin, friend, carer or family member.
* If the patient is not able to stay in contact with friends or family independently, PCVV should be offered as an option. If they say no, this should be revisited regularly, and the patient should be reassured that they can change their mind at any time.
* If at any time staff feel that in their clinical judgment, PCVV would be inappropriate (for example due to safeguarding concerns), PCVV should not be offered/ the offer withdrawn.

## Setting up a call

* + 1. ***If the request is from the patient, you will require the following information:***
* Name of the relative/friend the patient would like to speak to
* The relative/friend contact details (mobile number or email address)
* If [**interpreting support**](https://www.nhsggc.org.uk/working-with-us/hr-connect/staff-banks/interpreting-services/) is required. **Please note: these apps are available on each hospital iPad**

You may have to contact the relative/friend to obtain their contact details on behalf of the patient if these are not available and to request which method is suitable for them to receive the video call i.e. FaceTime, Skype, Zoom or vCreate (if this is available in the ward).

***10.2.2 If the request is from a relative/friend of a patient, you will require the following information:***

* Name of the patient they would like to speak to
* The relative/friend contact details – mobile number or email address will be required and if Skype is being used ask for their username.
* The method most suitable for them to receive the video call i.e. FaceTime, Skype, Zoom or vCreate (if this is available in the ward). **Please note: Facetime is only available for video calls on Apple devices e.g. iPhone, iPad or MacBook**
* Offer support required to the family member so they can install any software required. Resources are available to support this are available [**here**.](https://www.nhsggc.org.uk/patients-and-visitors/person-centred-visiting/person-centred-virtual-visiting/) **Please note: these ‘how to guides’ are also available via the PCVV Information Icon on each iPad**
* If [**interpreting support**](https://www.nhsggc.org.uk/working-with-us/hr-connect/staff-banks/interpreting-services/) is required. **Please note: these apps are available on each hospital iPad**

## Before approaching the patient:

* When taken from storage, check the iPad, case or cart is clean and dust free.
* Sanitise the iPad, case and cart with detergent wipes (and alcohol wipes if the patient has suspected/ confirmed COVID-19), being careful of sockets
* If the stand, case or iPad is visibly contaminated with blood or other body fluids then it should be cleaned with a chlorine-based detergent.
* Don appropriate Personal Protective Equipment ([**PPE**](https://www.nhsggc.org.uk/media/259300/ppe-donning_doffing-poster-amended-mar-20-draft.pdf))
* **Please note: the above steps should also be taken when supporting a patient to use their own device**

## During the call

* If the patient can independently make the video call, they should be supported to do this.
* If support is required to set-up the call the staff member should call the family member, introduce themselves, and check the technology is working appropriately.
* The staff member should be available to support the patient throughout the call and support them to speak to their family member using the iPad – this may include holding the iPad for those patients who cannot do so themselves whilst also maintaining social distancing measures where possible.
* If the patient is able to speak independently, it is appropriate for staff to retreat to an appropriate distance to support privacy and social distancing – but still be nearby to assist if required.
* **Please note: Only the front facing camera should be used throughout the call to ensure other patients, staff or relatives are not visible on the call**
* Where possible if the patient has their own earphones, available these should be used for the call to minimise interruption to other patients particularly in shared areas.
* **Please note: In the majority of situations, it will not be appropriate for family members to record the live video call. If this situation arises and you are in doubt, please seek guidance from the nurse in charge.**

## On completion of the call:

The staff member should follow the following principles:

## Care for the relative/friend:

* Say farewell to the relative, and enquire about their emotional well-being
* Ask if the relative/friend is willing to provide some feedback on their experience of receiving the video call – what was helpful, what did not go so well, what could be better for future. This information should be completed on the [**evaluation form**](https://forms.office.com/Pages/ResponsePage.aspx?id=veDvEDCgykuAnLXmdF5Jmtn3PrsFhfFAoTx-4O0VrkZUMzlOOUk1NU9MRUNEWk5LOFo1VzVSRTY3QiQlQCN0PWcu).

## Care for the patient:

* Check in with the patient – they may need some comfort and emotional support after the call.
* Ask the patient if they are willing to provide some feedback on their experience of using the video call – what was helpful, what did not go so well, what could be better for future. This information should be completed on the [**evaluation form**](https://forms.office.com/Pages/ResponsePage.aspx?id=veDvEDCgykuAnLXmdF5Jmtn3PrsFhfFAoTx-4O0VrkZUMzlOOUk1NU9MRUNEWk5LOFo1VzVSRTY3QiQlQCN0PWcu).

## General Points:

* Delete relative emails and contact numbers immediately following the call (iPads will be blocked to incoming calls)
* Doff [**PPE**](https://www.nhsggc.org.uk/media/259300/ppe-donning_doffing-poster-amended-mar-20-draft.pdf) as per the recommended procedure **Please note: this step should also be taken when supporting a patient to use their own device**
* Sanitise the iPad, case and cart with detergent wipes (and alcohol wipes if the patient has suspected/ confirmed COVID-19), being careful of sockets. **Please note: this step should also be taken when supporting a patient to use their own device**
* If the stand, case or iPad is visibly contaminated with blood or other body fluids then it should be cleaned with a chlorine based detergent.
* Once cleaned they should be stored in a clean dry area.
* **Do not** put a case on the iPad unless this already has prior approval from the hospital infection control team.
* Staff members supporting patients to make video calls must not have [**symptoms**](https://www.nhsinform.scot/self-help-guides/self-help-guide-coronavirus-covid-19) of COVID-19
* Where possible, iPads should not be shared between symptomatic and asymptomatic COVID-19 patients. Where this is necessary, iPads should be used with asymptomatic COVID-19 patients first, and then symptomatic COVID-19 patients. **The iPad should be sanitised as per guidance before and after each patient use.**
* Brief the nurse in charge about the call if required – complete details of the call in the relative’s communication sheet and any follow-up information for future call requirements.
* Return iPad to its dedicated secure storage facility, and charge if required
* Complete the evaluation survey available [**here**](https://forms.office.com/Pages/ResponsePage.aspx?id=veDvEDCgykuAnLXmdF5Jmtn3PrsFhfFAoTx-4O0VrkZUMzlOOUk1NU9MRUNEWk5LOFo1VzVSRTY3QiQlQCN0PWcu)

# Evaluation requirements

Due to the level of investment of eHealth resource and staff time, it’s imperative that we understand:

* whether PCVV is of benefit to patients, family members and staff,
* any teething problems with implementation – practical and technical,
* any additional improvements than can be progressed for future use etc.

Where possible patients and relatives/friends should be invited to provide their experience of using the video call. This should be reported [**here**](https://forms.office.com/Pages/ResponsePage.aspx?id=veDvEDCgykuAnLXmdF5Jmtn3PrsFhfFAoTx-4O0VrkZUMzlOOUk1NU9MRUNEWk5LOFo1VzVSRTY3QiQlQCN0PWcu)

# Recommendations

This SOP has been written by the Lead Clinical Improvement Coordinator – Person Centred Care following guidance from eHealth, Information Governance, Infection Control, the Equalities and Human Rights Team, and wards who have innovated this approach. Appraisal of available feedback will be undertaken for each review.

# Frequently Asked Questions (FAQs)

1. **The Wi-Fi Signal is not good in the ward?**

* Check the ipad is connected to corporate Wi-Fi (WPA2-Main) rather than patient Wi-Fi
* If connected to WPA2-Main and the Wi-Fi signal is still poor please contact the PCVV Mail Box to seek further advise: [**Virtual.Visit@ggc.scot.nhs.uk**](mailto:Virtual.Visit@ggc.scot.nhs.uk)

1. **The iPad is not connecting to the Wi-Fi?**

* Click on the Wi-Fi symbol in ‘settings’ and connect to **WPA2 Main**. If this does not resolve the issue, check other devices on the ward such as Computer on Wheels (COWS) to see if they are connecting. If so then there is an issue with the ipad – please contact the PCVV Mail Box to seek further advise: [**Virtual.Visit@ggc.scot.nhs.uk**](mailto:Virtual.Visit@ggc.scot.nhs.uk)
* If not, there is an issue with the Wi-Fi. This should be logged with the IT Helpdesk.

1. **The iPad has a 4G Sim Card and is not connecting - what should we do?**

If ward does not have Wi-Fi and you have an iPad with a 4G sim card and are unable to connect to any of the apps you should check the following:

         Is the WIFI on? – To check go into settings > click on Wi-Fi > if the Wi-Fi button is green switch it off (as the iPad will be looking for an non existing Wi-Fi connection)

         Check that mobile data is switched on – Go to settings > mobile data – the button should be Green.

         If none of the above work contact [**Virtual.Visit@ggc.scot.nhs.uk**](mailto:Virtual.Visit@ggc.scot.nhs.uk) to request further guidance.

1. **Is guidance available to set-up Facetime, Skype and Zoom?**

* There are ‘How to Guides’ on the [**website**](https://www.nhsggc.org.uk/patients-and-visitors/person-centred-visiting/person-centred-virtual-visiting/) and via the PCVV Information Icon on each iPad which provide instructions for staff, patients and relatives.
* If further support is required for set-up contact [**Virtual.Visit@ggc.scot.nhs.uk**](mailto:Virtual.Visit@ggc.scot.nhs.uk)

1. **What do we do if we forget the log-in details – where do I find these?**

* These should be available from a secure place in the ward – speak to the Senior Charge Nurse.
* If these are not able to be found contact [**Virtual.Visit@ggc.scot.nhs.uk**](mailto:Virtual.Visit@ggc.scot.nhs.uk) for Facetime and Skype log-in details only - note only those details for Skype accounts set-up by the PCVV team are available. All other log-in details need to be reset via the individual Apps.

1. **The iPad has been dropped on the floor – what do we do?**

* Contact [**Virtual.Visit@ggc.scot.nhs.uk**](mailto:Virtual.Visit@ggc.scot.nhs.uk)who will advise

1. **The ipad in the cart is not working?**

* Contact [**Virtual.Visit@ggc.scot.nhs.uk**](mailto:Virtual.Visit@ggc.scot.nhs.uk)who will advise

1. **The ward has an old/ donated iPad – can this be repurposed for PCVV?**

* Contact [**Virtual.Visit@ggc.scot.nhs.uk**](mailto:Virtual.Visit@ggc.scot.nhs.uk)who will advise
* If suitable, the device will be asset tagged and added to the PCVV Inventory.

1. **The ward needs an additional iPad for PCVV – is this possible?**

* Contact [**Virtual.Visit@ggc.scot.nhs.uk**](mailto:Virtual.Visit@ggc.scot.nhs.uk)with the request
* It should be noted the iPad will not be supported for clinical activity (e.g. Trakcare, HEPMA, clinical photography). Requests for iPad for other purposes other than PCVV should be made directly to the eHealth Programme Management Office [**PMO@ggc.scot.nhs.uk**](mailto:PMO@ggc.scot.nhs.uk)

1. **The ward does not have time to make PCVV Calls – what support can be offered?**

* Contact [**Virtual.Visit@ggc.scot.nhs.uk**](mailto:Virtual.Visit@ggc.scot.nhs.uk)with the request for support. Please advise of the ward, hospital site and the patients name in the email request.

1. **Where do I find guidance on how to use the Apps and Icons?**

* Information on the Apps and Icons included in the PCVV profile can be found on the [**PCVV Website**](https://www.nhsggc.org.uk/patients-and-visitors/person-centred-visiting/person-centred-virtual-visiting/) and via the PCVV Information Icon on each individual iPad as well as in the following guidance documents stored on the website
  + Standard Operating Procedure
  + How to guides
  + PCVV Information Communication tool

1. **What should we do if the iPad is missing or stolen?**

* **You will need the asset tag number of the device to report this lost or stolen** – this should be listed in the ward/department asset register. If not contact [**Virtual.Visit@ggc.scot.nhs.uk**](mailto:Virtual.Visit@ggc.scot.nhs.uk)to ask for the information to be retrieved from the master inventory.
* The following actions should be completed as soon as possible after the device is identified to be lost or stolen:
* Complete a **[Datix Incident Form](http://datix.xggc.scot.nhs.uk/datix/live/index.php" \t "_blank)** (DIF1)
* Report via the [**IT Service Desk**](http://www.staffnet.ggc.scot.nhs.uk/Corporate%20Services/eHealth/ITSD/Pages/ITServiceDesk.aspx)
* Report to[**Virtual.Visit@ggc.scot.nhs.uk**](mailto:Virtual.Visit@ggc.scot.nhs.uk)– the device needs to be disabled on the AirWatch Manager System to prevent the device being used. If the device is later found this process can be reversed.

1. **Can additional Apps and Icons be added to the PCVV iPad profile?**

* The profile of Apps and Icons on the PCVV iPad is primarily to support Virtual Visiting alongside communication support tools and information support during the Covid-19 pandemic while social distancing measures are in place.
* Beyond the Covid-19 pandemic, a business case is being developed to inform how the iPad will be used to compliment a person-centred approach to visiting and the quality and experience of patient care.
* All requests for additional Apps and Icons should be directed to [**Virtual.Visit@ggc.scot.nhs.uk**](mailto:Virtual.Visit@ggc.scot.nhs.uk)
* Requests, which do not align with the PCVV profile, should be directed to the eHealth Programme Management Office [**PMO@ggc.scot.nhs.uk**](mailto:PMO@ggc.scot.nhs.uk)

1. **Can WhatsApp be added to the PCVV iPad profile?**

* WhatsApp relies on a mobile number. The iPad do not have an associated mobile number and therefore this is not possible.

1. **Can Clinical Apps be added to the PCVV iPad profile? i.e. Trakcare**

* Trakcare, or other apps designed to support clinical care or staff to staff communication is not possible. The iPads are funded for patient and family communication and for patient use, therefore we can’t support requests for these apps.

1. **Can vCreate be set-up on the PCVV iPad?**

* The Scottish Government are currently supporting this service in all adult Intensive Care Units and PICUs (in addition to all the NICUs who already use it).

1. **Can donated Kindle Fires/ Samsungs or other non-iPad tablets be set-up for PCVV?.**

* This is not something eHealth would support, as they don’t meet the specification requirements for the AirWatch Manager License.
* However, wards are welcome to set-up these devices themselves via patient Wi-Fi for other purposes.

1. **Can FaceBook messenger be used for a virtual visit?**

* We can only support virtual visits via FaceTime, Skype and Zoom.

1. **Can the ward/department use their own iPad cover?**

* iPad covers and cases should be approved by the Infection Control Team prior to purchase to ensure this is compliant with cleaning and disinfecting procedures.

1. **How should the iPad cover be cleaned and the mesh handle?**

This information is contained in the Standard Operating Procedure – Section 8.2.

1. **Can a replacement iPad charger and USB cable be replaced if this is lost?**

We do not have a supply of spare chargers. The ward will need to purchase this if it is lost.

1. **There is no sound coming from the iPad – what should I do?**

* Check the volume – Go to setting > turn the Ringer and Alerts up.
* Still not working clean the headphone socket and power connection socket using a cotton bud as there may be some dust or blow on the headphone/connection socket to take any loose dust away.
* If none of the above work contact [**Virtual.Visit@ggc.scot.nhs.uk**](mailto:Virtual.Visit@ggc.scot.nhs.uk) for further guidance.

**Written by:**

Rachel Killick, Lead Clinical Improvement Coordinator – Person Centred Care

**Approved by:** COVID-19 Strategic Executive Group **Date:** Tuesday 21 April 2020

**Review date:** As Covid-19 Guidance is amended/changed

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| **Document History** | | | |
| **Version** | **Date** | **Comment** | **Author(s)** |
| 1.0 | 16/04/2020 | Initial document | RK |
| 1.1 | 28/04/2020 | * guidance for cleaning of patient’s own device * update about provision of cases and stands * clarity about scope of SOP | RK |
| 1.2 | 30/04/2020 | Guidance about recording of live video calls | RK |
| 1.3 | 14/05/2020 | Guidance about PAT testing chargers | RK |
| 1.4 | 20/05/2020 | Guidance about receiving messages from relatives | RK |
| 1.5 | 27/05/2020 | Links to eHealth policies about appropriate device management | RK |
| 1.6 | 10/06/2020 | Guidance about cleaning and storage of cases and carts | RK |
| 1.7 | 21/07/2020 | 1. Section 4: Functions Available and Registration status updated 2. Section 8: Maintenance, security and storage of the iPad updated to include:    1. action in the event of a lost/stolen iPad    2. infection control approved covers    3. iPad Carts and how to use the device if installed into the cart 3. Sections re-numbered | AMcL |
| 1.8 | 30/07/2020 | 1. Section 4: Updated to include a description of the communication Apps 2. Section 8.1: The **asset tag of the iPad should be added to the ward/department asset register** for retrieval of information if the iPad is lost or stolen. | AMcL |
| 1.9 | 05/08/2020 | 1. Set of FAQ’s added | AMcL |
| 2.0 | 12/10/2020 | 1. Section 4.1 Amended to clarify use of vCreate is limited to identified areas which are already supported with funding from Scottish Government. 2. Sections 4.1 – 4.5 – added to table in section 4 3. Section 4.6 – Renumbered to 4.1 and amended to read – Requests, which do not align with the PCVV profile, should be directed to the eHealth Programme Management Office [PMO@ggc.scot.nhs.uk](mailto:PMO@ggc.scot.nhs.uk) 4. Section 8.2.1 – cleaning instructions highlighted to separate between non-covid 19 and confirmed/suspected covid 19 patient contact 5. Section 10.2.2 Corrected to clarify the ‘how-to guides’ are also available via the PCVV Information Icon of each iPad 6. Section 13, No 12 – Amended to read – Requests, which do not align with the PCVV profile, should be directed to the eHealth Programme Management Office [PMO@ggc.scot.nhs.uk](mailto:PMO@ggc.scot.nhs.uk) 7. Section 13, No 3 – how-to-guides via the PCVV Information Icon added 8. Section 13, No 7 – amended to reflect current arrangement (will be updated when OLA signed-off by eHealth) contacted changed to [virtual.visit@ggc.scot.nhs.uk](mailto:virtual.visit@ggc.scot.nhs.uk) 9. Section 13, No 15 – reworded to align with section 4.1 10. Section 13, No 17 – Zoom added to options | AMcL |
| 2.1 | 26/10/20 | Section 4: separated into 3 sections 1) how to use the iPad 2) amended to separate apps/icons into categories and add the new additions for Health Improvement and Spiritual Care 3) requests for additional apps/icons  Section 13: FAQ added for iPads with 4G Sim Cards, lost iPad charger/USB Cable and sound problems with the iPad | AMcL |
| 2.2 | 03/11/2020 | Section 4.2 updated | AMcL |
| 2.3 | 05/11/2020 | Table of contents added | AMcL |
| 2.4 | 06/11/2020 | Section 4.2 – Care Opinion Information updated | AMcL |
| 2.5 | 12/11/2020 | Section 4.2.6 – contact email added for the spiritual care team | AMcL |
| 2.6 | 20/01/2021 | Section 3 – new section added ‘Guiding principles to facilitate a successful Person-Centred Virtual Visiting Video Call’ Note: All sections following this are now renumbered.  Section 4.2.2 - communication support tools section completed with purpose & registration guidance  Section 4.2.4 – information support PCVV Evaluation Survey Icon added with supporting guidance  4.2.5 – health improvement section generic email address added to seek additional guidance and support | AMcL/MC |

**Appendices**

***Appendix A - PPE guidance***

<https://www.nhsggc.org.uk/your-health/health-issues/covid-19-coronavirus/for-nhsggc-staff/infection-prevention-and-control/>

***Appendix B - Infection control procedure***

* don and doff [**PPE**](https://www.nhsggc.org.uk/media/259300/ppe-donning_doffing-poster-amended-mar-20-draft.pdf) as per the recommended procedure for each patient
* wipe down iPad with detergent wipe (and alcohol wipe if the patient has suspected/ confirmed COVID-19), being careful of sockets
* do not put a case on the iPad unless this already has prior approval from infection control
* Staff members supporting patients to make video calls must not have [**symptoms**](https://www.nhsinform.scot/self-help-guides/self-help-guide-coronavirus-covid-19) of COVID-19
* Where possible, iPads are not to be shared between symptomatic and asymptomatic COVID-19 patients. Where this is necessary, iPads should be used with asymptomatic COVID-19 patients first, and then symptomatic COVID-19 patients.

***Appendix C – FaceTime User Guide***

A ‘How-to guide’ for staff and relatives/friends available [**here**.](https://www.nhsggc.org.uk/patients-and-visitors/person-centred-visiting/person-centred-virtual-visiting/)

***Appendix D – Zoom User Guide***

A ‘How-to guide’ for staff and relatives/friends is available [**here**.](https://www.nhsggc.org.uk/patients-and-visitors/person-centred-visiting/person-centred-virtual-visiting/)

***Appendix E – Skype User Guide***

A ‘How-to guide’ for staff and relatives/friends is available [**here**.](https://www.nhsggc.org.uk/patients-and-visitors/person-centred-visiting/person-centred-virtual-visiting/)

***Appendix F - vCreate user guide***

A ‘How-to guide’ for staff and relatives/friends is available [**here**.](https://www.nhsggc.org.uk/patients-and-visitors/person-centred-visiting/person-centred-virtual-visiting/)

***Appendix G – Interpreter Now User Guide***

A ‘How-to guide’ for staff and relatives/friends is available [**here**.](https://www.nhsggc.org.uk/patients-and-visitors/person-centred-visiting/person-centred-virtual-visiting/)

***Appendix H - evaluation template***

<https://forms.office.com/Pages/ResponsePage.aspx?id=veDvEDCgykuAnLXmdF5Jmtn3PrsFhfFAoTx-4O0VrkZUMzlOOUk1NU9MRUNEWk5LOFo1VzVSRTY3QiQlQCN0PWcu>

**Appendix I – Information Security Policy – Physical and Environmental**

<http://www.staffnet.ggc.scot.nhs.uk/Corporate%20Services/eHealth/PoliciesandProcedures/Non%20Clinical%20Policies/Documents/NISD%202018/Information%20Security%20Policy%2010%20Physical%20and%20Environmental%20v%20N1.0.pdf>

**Appendix J – Acceptable Use Policy**

<http://www.staffnet.ggc.scot.nhs.uk/Corporate%20Services/eHealth/PoliciesandProcedures/Non%20Clinical%20Policies/Documents/Information%20Security%20Policy%2019%20Acceptable%20Use%20v%20N1.0.docx.pdf>