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## 1 Introduction

The Person-Centred Virtual Visiting (PCVV) service was introduced in response to the COVID-19 pandemic, where visiting was significantly restricted, to provide patients with the ability to speak virtually with those that matter to them. The PCVV Service is established as an essential element of patient care, where every patient on admission will have the opportunity to discuss how they can be supported to be in contact with those they wish to, either using their own device or a hospital PCVV iPad.

As Person-Centred Visiting is re-established, staff should explore with each patient the options of in-person visiting and virtual visiting, according to the current governance arrangements.

Note that the term Person-Centred Virtual Visit will be abbreviated to PCVV throughout this document.

### 1.1 Conversation with Patient on Arrival into the 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 in section 13. 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.
- The admitting nurse should provide an overview of visiting, including virtual visiting, allowing for a conversational approach where decisions are shared, and agreement of personal choices reached,
- If the patient is not able to stay in contact with friends or family independently, PCVV should be offered as an option. This offering should be revisited with the patient regularly during their stay. 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.

## PCVV SOP for Patient Facing Staff

This document is published by the Person-Centred Health and Care team following guidance from eHealth, Information Governance, Infection Control, the Equalities and Human Rights Team, and wards who have innovated this approach.

The purpose of this Standard Operating Procedure (SOP) is to provide guidance regarding the use of PCVV, to ensure the following is achieved:

- Maximise opportunities for patients to keep in touch with people who matter to them
- 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 PCV and PCVV.

### 1.2 Availability and Connectivity of iPad's

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.

Each ward within NHSGGC has access to at least one iPad to support virtual visiting, with most clinical areas having two. There are also a number of clinical areas who have access to an iPad held within a Cart, allowing more flexibility to support patient needs. The iPads are all built by eHealth and connected to the main Wi-Fi (WPA2–MAIN). Where signal issues exist, some wards have had success connecting the iPad to the patient Wi-Fi network. There may also be an option for a 4G sim card to be issued, further details are available within this document.

## 2 Facilitating a Successful PCVV 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, and also those requests passed on from the PCVV Support Team, should be completed within a 24-hour period unless exceptional circumstance presents, or if a particular request is made for a day and time that is out with the 24-hour period. 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 people 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, 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 [virtual.visit@ggc.scot.nhs.uk](mailto:virtual.visit@ggc.scot.nhs.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 until 17.00 via [virtual.visit@ggc.scot.nhs.uk](mailto:virtual.visit@ggc.scot.nhs.uk)
10. Accounts – Do not edit your iPad. Access to Facetime, Skype and Zoom is via pre-set accounts that are already logged in. Please do not allow patients to use their own account credentials on any of the apps on the iPad. 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)

### 3 Key Steps Before, During and After Every PCVV call

#### 3.1 Setting up a call

*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](#) 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 (if this is available in the ward).

*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 (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**
- If [interpreting support](#) is required. **Please note: these apps are available on each hospital iPad.**

If additional communication is required support is required, please refer to the additional apps provided on the iPad. Further details can be found in this document.

Prior to making the call you should be familiar with the user guide with the chosen app. All user guides are accessible [here](#).

## 3.2 Before approaching the patient:

- Staff members supporting patients to make video calls must not have [symptoms](#) 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.**
- 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](#))
- **Please note: the above steps should also be taken when supporting a patient to use their own device**

## 3.3 During the call

- Does the patient require help to set-up the call?
  - If so, please provide the patient with support to initiate the call.
- Does the patient require help during the call e.g. if they are cognitively compromised or lack the strength to hold the iPad for themselves? This may include holding the iPad for those patients who cannot do so themselves.
  - Provide the appropriate support to the patient throughout the duration of the call.
- If you are unable to maintain an appropriate social distance, ensure appropriate PPE is in place.

### Additional points to note when making calls

- 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.
- 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.

## 3.4 On completion of the call:

The staff member should follow the following principles:

- At the end of the call ask invite the participants to use the [evaluation form](#) to provide us with feedback for improvement.
- Delete any personal information from the iPad immediately following the call.
- 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.
- Doff [PPE](#) as per the recommended procedure **Please note: this step should also be taken when supporting a patient to use their own device**
- Once cleaned the iPad should be stored in a clean dry area and put on charge.
- 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.



## 4 iPad Controls and Apps

### 4.1 The iPad Control Centre, and accessing the Safari Browser

- 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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If further guidance and support is required contact [virtual.visit@ggc.scot.nhs.uk](mailto:virtual.visit@ggc.scot.nhs.uk)

Apps/Icon Badge	App Title	Purpose and Registration Guidance
	<b>Control Centre</b>	<ul style="list-style-type: none"> <li>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.</li> <li>To zoom in and out on the screen by spreading fingers apart or together across the screen.</li> <li>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.</li> </ul>
	<b>Safari Web Browser</b>	<ul style="list-style-type: none"> <li>Safari is the default browser on Apple Devices. This can be used for browsing the web or opening links in documents etc.</li> </ul>

### 4.2 Apps and Icons available on the iPad

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

The 'How-to-Guides' provide information on how to use, and how to register for certain Apps [here](#)





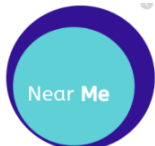

The iPad also contains this same link via this icon:





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### 4.2.1 Communication tools to support PCVV

Apps/Icon Badge	Apps/Icon Title	Purpose and Registration Guidance
	<b>Facetime</b>	<ul style="list-style-type: none"> <li>Apple ID already set-up</li> <li>Use to make video &amp; audio calls to Apple devices</li> </ul>
	<b>Skype</b>	<ul style="list-style-type: none"> <li>Help will be given to set-up at point of delivery – a ward mobile phone number may be required.</li> <li>Use to make video and audio calls to Android, Apple and Window devices.</li> </ul>
	<b>Zoom</b>	<ul style="list-style-type: none"> <li>Help will be given to set-up at point of delivery.</li> <li>Use to make video and audio calls to Android, Apple and Window devices.</li> </ul>
	<b>vCreate</b>	<ul style="list-style-type: none"> <li><a href="#">vCreate</a> is a secure video messaging service (asynchronous), allowing staff to film short messages which can then be securely emailed to a family member.</li> <li>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.</li> <li>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.</li> </ul>
	<b>Attend Anywhere / NHS Near Me</b>	<ul style="list-style-type: none"> <li>Near Me is a video consulting service that enables people to have health and social care appointments from home or wherever is convenient.</li> <li>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: <a href="https://www.nearme.scot/">https://www.nearme.scot/</a></li> </ul>
	<b>Microsoft Teams</b>	<ul style="list-style-type: none"> <li>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.</li> <li>Individual staff registration required</li> </ul>

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### 4.2.2 Communication support tools

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)

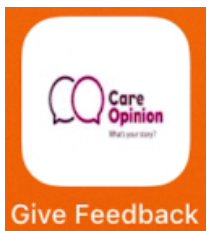
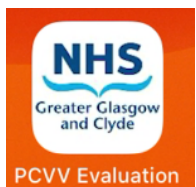
Apps/Icon Badge	Apps/Icon Title	Purpose and Registration Guidance
	<b>Interpreter Now</b>	<ul style="list-style-type: none"> <li>Provides a quick link to an online British Sign Language Interpreter who can support you to communicate with your Deaf patient.</li> <li>Any difficulties accessing this link, please follow Option 1 or 2 as described in the 'Communication Support Tools' guide found <a href="#">here</a>.</li> <li>Also found by pressing the  app on the iPad home screen and clicking on the tile 'Information for Staff'.</li> </ul>
	<b>Contact Scotland BSL</b>	<ul style="list-style-type: none"> <li>Provides a link for British Sign Language users who wish to call or receive a call from hearing family members.</li> </ul>
	<b>AVA</b>	<ul style="list-style-type: none"> <li>Provides a link for patients with a hearing loss who would normally lip read and cannot because of staff wearing masks.</li> <li>Provides a written caption of what you are saying in real time for the patient to read.</li> </ul>
	<b>Capita Live Link</b>	<ul style="list-style-type: none"> <li>Provides a link for patients who do not speak English but who speak another language.</li> <li>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.</li> </ul>

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### 4.2.3 Feedback and Evaluation

If further information and guidance is required how to use the 'Care Opinion' App 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
	<b>Care Opinion</b>	<ul style="list-style-type: none"> <li>Care Opinion is one of NHS GGC's main ways to gather feedback from patients and carers.</li> <li>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.</li> <li>Patients and carers can share their feedback prior to being discharged by answering three questions: <ul style="list-style-type: none"> <li>What was good?</li> <li>What could be improved?</li> <li>How did it feel?</li> </ul> </li> <li>Staff within NHS GGC receive a notification and can respond in real time.</li> <li>Individual registration is required to receive alerts to stories and respond.</li> <li>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.</li> </ul>
	<b>PCVV Evaluation</b>	<ul style="list-style-type: none"> <li>Link to a short survey allowing patients, families/friends and staff members to give feedback on their experience of using the Person Centred Virtual Visiting iPads and service.</li> <li>This feedback will allow us to learn and improve the service.</li> </ul>

## PCVV SOP for Patient Facing Staff

### 4.2.4 Information support




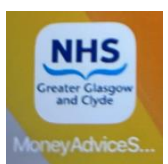
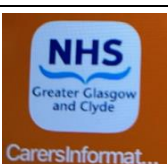
If additional guidance and support is required contact [virtual.visit@ggc.scot.nhs.uk](mailto:virtual.visit@ggc.scot.nhs.uk)

Apps/Icon Badge	Apps/Icon Title	Purpose and Registration Guidance
	<b>NHS GGC PCVV Website Link</b>	<ul style="list-style-type: none"> <li>• Link to local guidance &amp; advice on person-centred visiting. This includes:               <ul style="list-style-type: none"> <li>○ How-to-Guides for patients, relatives and staff</li> <li>○ Standard Operating Procedure of how to use the PCVV iPad</li> <li>○ Evaluation form to provide Feedback</li> </ul> </li> </ul>
	<b>COVID-19 Coronavirus web page</b>	<p>Link to current guidance &amp; advice from the Scottish Governments on Covid-19.</p> <div>   </div> <div>  <b>FACE COVERINGS</b> </div> <div>  <b>AVOID CROWDS</b> </div> <div>  <b>CLEAN HANDS</b> </div> <div>  <b>TWO METRES</b> </div> <div>  <b>SELF-ISOLATE</b> </div> <p>Book a test if you have symptoms.</p> <p><b>Protecting all of us, takes all of us.</b></p> <p>#WeAreScotland <span style="float: right;">gov.scot/coronavirus</span></p>

## PCVV SOP for Patient Facing Staff

### 4.2.5 Health improvement

If further information and guidance is required, please contact: [perl@ggc.scot.nhs.uk](mailto:perl@ggc.scot.nhs.uk)

Apps/Icon Badge	Apps/Icon Title	Purpose and Registration Guidance
	<b>REPS</b>	<ul style="list-style-type: none"> <li>This app consists of two post-stroke exercise programs TASK and PUSH.</li> <li>Both programs utilise a strategy that can assist recovery after stroke-repetitive practice</li> <li>TASK involves the repetitive practice of four everyday task, whereas PUSH involves the repetitive practice of arm movements</li> </ul>
	<b>Support &amp; Information Services</b>	<ul style="list-style-type: none"> <li>This page provides information about the NHSGGC Support and Information Services and how to contact the service for advice.</li> </ul>
	<b>Quit Your Way</b>	<ul style="list-style-type: none"> <li>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.</li> </ul>
	<b>Money Advice Services</b>	<ul style="list-style-type: none"> <li>This page provides information and guidance for patients about money advice services available.</li> </ul>
	<b>Carers Information</b>	<ul style="list-style-type: none"> <li>This page provides information for patients and relatives who are carers.</li> </ul>






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### 4.2.6 Spiritual care

If further information and guidance is required, please contact:  
[chaplains@ggc.scot.nhs.uk](mailto:chaplains@ggc.scot.nhs.uk)

Apps/Icon Badge	Apps/Icon Title	Purpose and Registration Guidance
	<b>Islamic Prayer Times &amp; Qibla</b>	<ul style="list-style-type: none"> <li>For the worldwide Muslim community.</li> <li>The App will tell you in which direction to pray &amp; when it's time to pray at your location, the App notifies you.</li> <li>You can change to different prayer time conventions and view Ramadan timetable with Suhoor/Iftaar notifications.</li> </ul>
	<b>Daily OM – Hinduism</b>	<ul style="list-style-type: none"> <li>OM is the sacred sound &amp; a spiritual symbol in Hinduism that signifies the essence of the ultimate reality, consciousness.</li> <li>It is a syllable (referred to as Onkara) chanted either independently or before a mantra in Hinduism.</li> <li>This OM app contains 300+ mantras to solve everyday problems &amp; smooth your thought process.</li> </ul>
	<b>Sikh World</b>	<ul style="list-style-type: none"> <li>"Waheguru Ji Ka Khalsa Waheguru Ji Ki Fateh".</li> <li>This App is to make people aware about Sikhs &amp; Sikhism teachings &amp; educate people about Gurus.</li> <li>You can read &amp; listen to Sri Guru Granth Sahib Ji. Daily morning Hukamnana/Katha of Daily Hukamnana/Sangrand Hukamnana from Sri Darbar Sahib (Golden Temple) etc &amp; a Media Centre &amp; Sikh Tube for audio/video files.</li> </ul>
	<b>The Buddhist Bible (Buddhist Holy Book)</b>	<ul style="list-style-type: none"> <li>This is a reader's edition, not a critical edition of the best available translation of key documents of The Buddhist Holy Book.</li> <li>This book can be read repeatedly for new insights into The Lankavatara Sutra, The Diamond Sutra, Sutra of Transcendental Wisdom &amp; Sutra of the Sixth Patriarch.</li> </ul>
	<b>Mindfulness: Being Human (L)</b>	<ul style="list-style-type: none"> <li>This App is about getting OUT of your mind &amp; INTO your life!</li> <li>Making mindfulness simple... science shows practising mindfulness can have a powerful effect on improving mood, better</li> </ul>

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		<p>concentration, increased creativity, reducing stress &amp; how we manage our emotions.</p> <ul style="list-style-type: none"> <li>This app draws on both Western psychology as well as Eastern mindfulness practices.</li> </ul>
	<b>Bahá'í Prayers</b>	<ul style="list-style-type: none"> <li>Besides prayers and hidden words, the app includes functions like bookmarks, Qiblah Compass, Badi Calendar, Bahá'í World News Service Feed, Solar Times, Personal Reminders, Daily Notifications with Holy Verses &amp; a few more functions.</li> </ul>
	<b>TorahAnytime.com</b>	<ul style="list-style-type: none"> <li>Instant access to top quality video &amp; audio Torah classes by the world's greatest Torah scholars.</li> <li>This app was created to provide a convenient, easily accessible &amp; fun learning experience for Jews &amp; anyone interested in Judaism.</li> </ul>
	<b>Ocean 2.0 Interfaith Reader</b>	<ul style="list-style-type: none"> <li>An interfaith book lover's tool providing the core literature of many of the world's religions with a huge amount of content &amp; plethora of features like an audio feature.</li> </ul>
	<b>Gideon Bible App</b>	<ul style="list-style-type: none"> <li>This app offers mobile access to Scripture in a multitude of languages including text &amp; dramatized audio bible so you can read and listen to the bible in your own language.</li> <li>You can search Bibles by language or by country.</li> <li>Download text &amp; audio for offline reading &amp; listening.</li> <li>Access 'helps' for tough times, search keywords, book names &amp; specific verses.</li> <li>Bookmark, highlight &amp; add notes.</li> <li>Share any verse via Facebook, Twitter, SMS &amp; email.</li> <li>Stay in sync with a free Gideon Bible App Account.</li> </ul>
	<b>JesuitPrayer</b>	<ul style="list-style-type: none"> <li>One-stop shop for Ignatian Spirituality on the go.</li> <li>Read daily Scripture, Ignatian Reflection &amp; Prayer.</li> <li>Submit a prayer request &amp; receive personalised response from the Jesuit Prayer Team.</li> <li>View virtual prayer cards, set 'call to prayer' reminder and 'call to daily examen' reminder.</li> </ul>

## PCVV SOP for Patient Facing Staff

		<ul style="list-style-type: none"> <li>• Sign up for daily email &amp; view daily inspirational image.</li> <li>• The Spiritual Exercises help deepen a relationship with Christ &amp; to move contemplation into service. In collaboration with the Magis Center for Catholic Spirituality &amp; Loyola Press, Jesuit Prayer to anchor your day and strengthen your resolve to remember what truly matters.</li> </ul>
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## 5 Support and Additional Information

To streamline all support requests regarding the iPads and the delivery of the service, a generic email account has been created: [virtual.visit@ggc.scot.nhs.uk](mailto:virtual.visit@ggc.scot.nhs.uk)

Support via this mailbox is available weekdays until 5pm.

When emailing, please include the site, clinical area and your contact information to:

- request support to use the devices
- request guidance regarding how best 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
- any other enquires not covered above related to the iPad

## 6 Maintenance, Security and Storage of the iPad:

### 6.1 Key Principles

The following principles must be adhered to at all times:

- The iPad when not in use should be stored in a secure location, and ideally in the bag issued with the iPad Case alongside the charger and in line with the [Information Security Policy \(Physical and Environmental\)](#), to ensure the device is accessible to ward staff at all times
- The iPad should not be left unattended.
- The iPad should be charged regularly to ensure it is always available for requested video calls.
- 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](#)
- 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.
- If the iPad is lost or stolen a [Datix Incident Form](#) (DIF1) should be completed and this reported via the [IT Service Desk](#)
- iPads along with all other electrical equipment will be PAT tested in accordance with NHS practices.

### 6.2 iPad Cases and Carts

- **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

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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.

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 0 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 circumstances. Keys are retained by eHealth Staff for this purpose.

### 6.2.1 Using an iPad in a Cart

**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 > open control centre and drag to adjust.

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.

## 7 Frequently Asked Questions (FAQs)

The following questions may help regarding a number of common issues. After working through this section, if needed, please contact [virtual.visit@ggc.scot.nhs.uk](mailto:virtual.visit@ggc.scot.nhs.uk) for support.

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

- Check the iPad is connected to corporate Wi-Fi (WPA2-Main). It usually has more capacity than patient Wi-Fi
- If the Wi-Fi signal strength is consistently inadequate in the ward/department, a request should be made by email to: [virtual.visit@ggc.scot.nhs.uk](mailto:virtual.visit@ggc.scot.nhs.uk) for a 4G enabled device.

### 2. The iPad is not connecting to the Wi-Fi?

- Click on the Wi-Fi symbol in 'settings' and connect to **WPA2 Main**.
  - Try using the iPad in different locations within the ward
  - 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 refer to section 5
  - If other devices are not connecting, there may be an issue with the ward Wi-Fi. This should be logged with the IT Helpdesk

### 3. 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 a non-existent Wi-Fi connection)
  - Check that mobile data is switched on – Go to settings > mobile data – the button should be Green

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

- Login details are used for Skype and for Zoom.
- These should be available via speak to the Senior Charge Nurse who is the custodian of the iPad.

### 5. 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)

### 6. The iPad in the cart is not working?

- Check that the iPad is charged. Charge it for at least an hour, then try again

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### 7. 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)
- If suitable, the device will be asset tagged and added to the PCVV Inventory.

### 8. 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)
- It should be noted the iPad will not be supported for clinical activity (e.g. Trakcare, HEPMA, clinical photography). Requests for iPads 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)

### 9. 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) and advise of the ward, hospital site and the patients name in the email request.

### 10. 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](#) 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

### 11. 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 –** Contact [virtual.visit@ggc.scot.nhs.uk](mailto:virtual.visit@ggc.scot.nhs.uk) to ask for the inventory information to be retrieved from the master inventory, and ask for the
- 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](#) (DIF1)
- Report via the [IT Service Desk](#) and ask for the device 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.

### 12. Can additional Apps and Icons be added to the PCVV iPad profile?

- 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 made by completing this [form](#).

### 13. 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.

## **14. Can donated Kindle Fires/ Samsung or other non-iPad tablets be set-up for PCVV?**

- This is not something eHealth would support
- However, wards are welcome to set-up these devices themselves via patient Wi-Fi for other purposes.

## **15. Can Facebook Messenger be used for a virtual visit?**

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

## **16. 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.

## **17. How should the iPad cover be cleaned?**

- See section 0 for details

## **18. 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. A genuine Apple charger and cable, or equipment supplied by the eHealth team is advised

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

- Check the volume – Go to setting > turn the Ringer and Alerts up
- If there is still no sound, clean the headphone socket and power connection socket using a cotton bud

## PCVV SOP for Patient Facing Staff

### 8 Appendix 1 - Document Control

Document Name	PCVV SOP for Patient Facing Staff
File path and file name	<a href="https://scottish.sharepoint.com/sites/PCHCTeam/Shared Documents/Person Centred Virtual Visiting/SOPs and User Guides/01 Documents in Development/01 Drafts being prepared/Review and Re-issue of SOP/PCVV SOP for Patient Facing Staff V3.docx">https://scottish.sharepoint.com/sites/PCHCTeam/Shared Documents/Person Centred Virtual Visiting/SOPs and User Guides/01 Documents in Development/01 Drafts being prepared/Review and Re-issue of SOP/PCVV SOP for Patient Facing Staff V3.docx</a>

Audience	PCHC staff who manage the Virtual Visit mailbox
Written by	Person Centred Health and Care Team
Owner's name	Ann McLinton
Purpose	The guide exists to enable PCHC staff to service workflow which comes to us via the PCVV mailbox
Approved by	Paul Sammons, Lead Clinical Improvement Coordinator
Publication date	27/04/2021
Last amendment date & editors name (autofill)	15/10/2021 09:09:00 Moira Crumey
Purpose of most recent amendment	Addition of Option 1 and Option 2 instructions to access for Interpreter Now App Addition of Speaker Microphone User Guide
Review date	Maximum 6 months from publication date
Responsibility	Ward staff adhere to content