

## Protocol of Boundaries - Hospital Radio Volunteers

### Introduction

Hospital radio volunteers may be required to visit wards or patient areas to collect requests from patients and staff. This document sets out a protocol of boundaries which should be adhered to when visiting wards or patient areas.

### On arrival at the ward

Volunteers must wear photographic ID badges at all times, and

- Upon arriving at the ward, seek permission from the Senior Charge Nurse or Nurse in Charge to access the ward.
  - To access some wards you may need to press a buzzer. Ward staff will let you into the ward as soon as possible, however there maybe some delay as they may be assisting patients.
  - The Senior Charge Nurse wears a navy blue uniform. If they are not available the Nurse in Charge can be identified as they will be wearing a red coloured "Nurse in Charge" badge.
- Always ask if there are wards or rooms which you should not visit or enter.
- To protect patient and staff privacy, volunteers must not take photographs, make recordings or videos of patients and/or staff on any mobile device.
- Do not use a mobile device near medical equipment as it could interfere with the device and impact on patient safety.

### Out of Bounds Areas

In every hospital there will be some wards or areas where it is inappropriate for radio broadcasting volunteers to visit. Please ensure you are aware of these 'out of bound' areas within the hospital you are visiting.

### Health and Safety and Infection Control

- Please do not visit wards or patient areas if you have a cold or other illness
- Where infection control procedures are in place in rooms / wards, these **MUST** be adhered to at all times.
- Please use the hand hygiene gel when entering and leaving the ward, and when moving to the next patient.
- Do not sit on beds.
- When nurses are issuing medication they will wear purple aprons. Please do not disturb or interrupt nurses while they are issuing medication.

### Confidentiality

In the course of your duties as a volunteer you may hear or have sight of, personal, sensitive information regarding a patient. This information is strictly confidential.

If a concern is raised whilst engaging a patient in conversation, this must only be discussed with a member of nursing or medical staff. This information is strictly confidential and should not be discussed outwith the ward.

Failure to comply with this will be deemed a breach of confidentiality. A breach of confidentiality can have serious consequences for:

- The individual – they could suffer embarrassment or harm and could sue the Organisation for ‘damage and distress’;
- The Organisation – could be subject to legal action and face a monetary penalty of up to £500,000;
- The volunteer – could face criminal prosecution.

Ways in which a breach can occur:

- Indiscreet conversations in public places such as public transport, hospital corridor or in the street which may be overheard by others;
- Discussing you have seen someone known to you attending a hospital department with family/friends;
- Viewing health records or accessing electronic systems;
- Disclosing information to individuals for which they are not entitled to;
- Reading files left lying on a desk or at a patient bedside;
- Posting information about patients or staff on social networking sites.
- Storing photographs or information relating to patients/staff on a mobile device.

### General Visiting Times

In most wards, visiting times are from 1.30pm to 8.30pm but this may vary depending on the hospital and type of ward environment.

Meal times are from 12pm – 1.30pm, and from 5pm – 6pm. Patients must not be disturbed while having their meals, so staff will not let any visitors into the wards over these times.

### Dress Code

It is important to present a professional image as you will be speaking to patients, visitors and NHS staff, so you are expected to dress accordingly.

Signature of volunteer	Name of volunteer	Date
Signature of charity representative	Name and position of charity representative	Date