



Virtual Visiting

Information Guide

welcome...

Person-centred care and visiting in NHS Grampian

NHS Grampian is committed to a person-centred approach to safe and effective care delivery with people at the centre of all that it does. A person-centred care and visiting approach, welcome ward has been in operation within all boards in Scotland, including NHS Grampian since 2017.

You can find out more about visiting in NHS Grampian at www.nhsgrampian.org/visiting-guide/



General



Children



Maternity

Virtual Visiting

Whilst the majority of people will have their own phone or tablet, there are those who do not have access to this technology and are therefore more vulnerable to isolation, loneliness and not being able to access the support of those that matter to them.

To enable regular contact with families and friends, patients are encouraged to use personal WiFi enabled devices to telephone and video call. WiFi is now enabled on the Foresterhill Campus for patient use. NHS Grampian also provide Virtual Visiting devices, such as iPads, using platforms Facetime and Skype, to support patients and their families to stay connected.

All arrangements to use NHS Grampian Virtual Visiting devices should be made through the nurse/midwife in charge of the ward.

Please follow the guidelines below when conducting a virtual visit:



Please ensure that no other patients can be seen when holding your call.



Always have the camera facing yourself.



Ensure that nothing can be seen behind you.



Please use headphones if possible.



Talk at normal levels and be aware that your side of the conversation may be overheard by other patients and staff members.



Do not make calls once lights out has occurred.



If you are away from your bed please put your phone on silent to avoid disturbing other patients.



Please return the device to staff in the clinical area immediately after use (if using NHS Grampian equipment).

Thank you for your understanding and co-operation.

Staff specific information

- Please refer to NHS Grampian Virtual Visiting Guidance: Decontamination of iPad/Smartphone.
- For any IT issues relating to the technology please contact eHealth in the first instance.
- Please ensure that iPads/smartphones provided by the NHS Grampian Virtual Visiting Development remain within the host ward area.

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This publication is available in other languages and formats on request. Please call NHS Grampian on 01224 551116 or email: gram.communications@nhs.scot

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