Worcestershire Acute Hospitals NHS Trust

Standard Operating Procedures

The Use of Personal Mobile phones

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Approved by:	**Audiology Governance**
Approved by Medicines Safety Committee: *Where medicines included in guideline*	**NA**
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Date of Review: This is the most current document and is to be used until a revised version is available	**21st July 2029**

Aim and scope of Standard Operating Procedure

To clearly set out the expectation and acceptable use of mobile devices whilst on Worcestershire Acute Hospital premises in the audiology service and during working hours.

To explain the disciplinary procedure where staff have not adhered to what the acceptable use of mobile devices are whilst at work.

The term 'mobile device' in this policy denotes mobiles phones (including head/earphones, iPods, iPads, MP3/4 players, smart watches and any similar portable electronic devices).

Target Staff Categories

All bands of clinical staff.
All bands of administrative and clerical staff.
All bands of Newborn hearing screeners.

Key amendments to this Standard Operating Procedure

Date	Amendment	Approved by:
17th May, 2024	First Document Approved	Audiology Governance Committee
10/06/2027	Replaced Oticon On with Oticon Companion and Tinnitus relaxation Apps (line 5)	Audiology Governance

Departmental Policy on The Use of Mobile Devices

1. Mobile devices must not be used for any personal use during working hours (e.g. phoning, texting, internet browsing, social media use, listening to music, taking photos, taking videos). The only exception to this is for listening to music when performing non- patient facing tasks in non-clinical rooms.
2. When working on the reception desk, mobile devices should be kept with the staff's personal belongings in a secure location away from the reception desk.
3. Mobile devices must always be switched off or on silent mode and kept out of view of patients.
4. The service accepts that staff who need to log into more than one PC will require their mobile phone to approve this action through the Trust's Authenticator Application.
5. The service accepts that staff may use their mobile phone to show patients hearing related mobile applications e.g. Oticon Companion, tinnitus relaxation appts
6. If an urgent call is required (e.g. an emergency), staff should inform their line manager as necessary.
7. If challenged by a member of staff for breaching the mobile device use, then, when requested to do so, the member of staff should put their phone in a secure location and return to their tasks.
8. If a member of staff is found to be in breach of this SOP for a second time, this will be classed as minor misconduct and handled informally using the "Conversation of Concern" guidance. They will be referred to their line manager, a meeting will be arranged and documented following the "conversation of concern" guidance which can be found at http://whitsweb/KeyDocs/KeyDocs/DownloadFile/3794

9. Where a conversation of concern has already taken place and documented, but the member of staff does not meet the expectations of the mobile device SOP, then more formal proceedings may take place.

Responsibility for Mobile Devices

• WAHNT accepts no responsibility for theft, loss, damage or health effects (potential or actual) relating to mobile devices in the possession of staff. It is the responsibility of the staff member to ensure that mobile devices are properly secured and looked after.