

Policies, Procedures, Guidelines and Protocols

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1.0 Introduction

- 1.1. The mobile telephone is now regarded as an essential communication tool and has benefits for both the employer and the employee in terms of saving time and costs and can increase efficiency. This policy sets out how Shropshire Community Health NHS Trust [hereinafter called 'The Trust'] deals with the procurement and use of mobile telephones by its staff. The Trust provides mobile phones on the basis of job requirements.

2.0 Scope

- 2.1. The policy applies to all Trust staff procuring, allocating or using a mobile telephone supplied by the Trust. For reasons of Health & Safety, some elements of this policy will apply to any member of staff using a mobile telephone whilst performing their duties for the Trust. This policy is effective twenty four hours a day, seven days a week.

3.0 General Principles

- 3.1 The guiding principles are:
 - Reasonable, appropriate and lawful use of a mobile telephone in accordance with Trust policies and guidance.
 - All staff must be aware of and comply with this policy. Failure by any employee to comply with the policy may lead to disciplinary action.
 - Mobile telephones provided by the Trust are owned by the Trust, not by individuals, departments or other bodies within the Trust.
 - Mobile phones will be provided by the relevant department heads, procurement is through normal channels and only the Trust Approved Tariff is to be used.
 - The individual is responsible for the care and security of the mobile telephone allocated to them.
 - All Smartphones will be encrypted when they are issued, staff must not disable these features.

4.0 Glossary

- 4.1 The following is a glossary of terms used in this document:
 - Calls also include text messages, MMS and data transfer.
 - Private calls also includes text messages, MMS and data transfer
 - IMEI = International Mobile Equipment Identity
 - SIM Card = Subscriber Identity Module
 - MMS = Multimedia Messaging Service

- Service Providers = Mobile Phone Companies providing the service to the Trust

5.0 Procurement

- 5.1 Service Provider – The Trust will limit its contracts to one service provider where possible to obtain best price/service, limit cross network calls and reduce administration and costs
- 5.2 Supply and management of mobile telephones will be co-ordinated by the Informatics Department
- 5.3 A central mobile telephone database will be maintained by the Trust, detailing the names of the holder/user, the budget holder, telephone number, serial number and the IMEI number.
- 5.4 All requests for mobile telephones or associated equipment must be sent to the Informatics Team as per section 6.4 below.

6.0 Allocation

- 6.1 For groups of staff providing an on-call [or similar] service on behalf of the Trust, there may be one or more telephone[s] allocated to the group that can be shared appropriately between the group. A log or register detailing who has the use/possession of the telephone within the group (and when) should be kept by the Manager of the team to provide an audit trail should any irregularities occur. Staff members should also obtain signatures on handover so call costs can be apportioned if necessary.
- 6.2 Approval for the issue of mobile telephones needs to be supported by:
 - The Budget Manager against whose budget the cost of the mobile telephone will be charged.
 - The Line Manager of the individual being allocated the mobile telephone.
- 6.3 Criteria in support of a Trust mobile telephone:
 - If a Line Manager deems a mobile phone is required, one will be provided by the Trust.
- 6.4 All applications for the issue of mobile telephones should be made in writing or by email by the line manager. They should be directed to the relevant Informatics Team technician, quoting:
 - Name of recipient
 - Existing telephone number (if applicable)
 - Cost Centre.

The Informatics Team will raise a requisition on Oracle which will be authorised in the normal way.

7.0 Responsibilities

7.1 Managers

- Monitor usage and ensure appropriate use
- Collecting and returning to the Informatics Team equipment from leavers
- Where a mobile phone is going to be re-used within a department then it is the line manager's responsibility to notify the Informatics Team, so that it can be reconfigured accordingly.
- Replacement mobile telephones will only be provided with the approval of the budget holder.

7.2 Users

- It is the responsibility of the individual to know when and where it is appropriate to have the mobile telephone switched on within the Trust. [See paragraph 8.1 below].
- It is the responsibility of the individual to access their voicemail messages on a regular basis.
- The security of mobile telephones is the responsibility of the individual. No mobile telephone should be left unattended at the workplace or in motor vehicles.
- The loss of a mobile telephone must be reported immediately to the service provider, the Department Head and the IT Service Desk. The incident must be logged on the Trust's Datix System and reported to Finance Department in accordance with Finance Procedure J1: Losses and Special Payments.
- The theft of a mobile telephone must be reported immediately to the service provider, the Department Head and the IT Service Desk. A report of the theft should be made to the Police in whose area it was stolen and a crime reference number obtained for Trust records. The incident must be logged on the Trust's Datix System and reported to the Finance Department in accordance with Finance Procedure J1: Losses and Special Payments.
- All faults must be reported promptly to the Informatics Team. If the mobile telephone develops a fault within the first year this will in most circumstances be covered by the warranty. If the fault is outside of the warranty, then the cost of repairs/replacement will be met by the Budget Manager.
- If the mobile telephone is damaged it must be reported to the Informatics Department. If it is shown that the damage was due to negligence by the user the Trust reserves the right to pass on the cost of repairs/replacement to the authorised user. Please be aware that the mobile phone should only be charged using the supplied charger; non-genuine chargers can sometimes damage the mobile phone and may increase the risk of fire.
- Return mobile phone to the IT Department when no longer required
- Where a mobile phone has reached the end of its useful life and is out of contract, then it must be returned to the Informatics Team (including the charger) for secure disposal and termination of the contract.
- Return mobile phone to line manager prior to leaving employment of the Trust

- All Trust staff with a mobile phone should make themselves aware of, and comply with the Trust Best Practice – Security Guidance for Mobile Devices (Phones and Tablets).

8.0 Health, Safety & Security

- 8.1 As a general rule all mobile telephones should be switched off in sensitive areas. These areas will be clearly marked if the senior clinical staff of that area deem it to be appropriate.
- 8.2 Staff should be aware that electromagnetic interference (EMI) can affect several types of medical devices that have electrical or electronic systems. Examples include: pacemakers or defibrillators (implanted or external), ECG monitors and infusion pumps.
- Current guidance recommends that mobile telephones are not used within 1 metre of sensitive equipment. This includes treatment areas such as operating theatres, but also includes use by the patient's bedside when the patient is connected to any electro-medical device, or any other areas where interference with a device could have a detrimental effect on patients. Staff should ensure that patients and visitors are aware of this, where applicable.
- 8.3 All staff should make themselves aware of the NHS Choices guidelines on mobile telephones and safety. For further information see: <http://www.nhs.uk/conditions/mobile-phone-safety/Pages/Introduction.aspx>
- 8.4 International and premium rate service numbers are barred on all lines. These facilities should only be provided on an individual basis where a business need is identified.
- 8.5 Passwords and Personal Identification Numbers [PIN] should be utilised where the facility is provided. For example when a mobile telephone is switched on, a password or PIN should be entered to gain access to the system. Default passwords or PIN's must always be changed in order to safeguard them from fraudulent use. PIN's must be kept securely and not with the mobile phone.
- 8.6 It is the user/holders responsibility to maintain the operational effectiveness of the mobile telephone by ensuring the battery is sufficiently charged for the duration of the duty.
- 8.7 Mobile telephones should be switched off with calls being diverted to the individual answering service when driving a motor vehicle.
- Using a mobile telephone [without a 'hands free kit'] whilst the driver of a motor vehicle is an offence, which can render the individual liable to a fine and three penalty points on their driving licence.
- The Trust will not indemnify its employees for fines that are as a result of using a mobile telephone whilst driving.
- Driving a motor vehicle and using a 'hands free kit' can also result in a fine and penalty points if at the time the vehicle is driven in such a manner in

which the driver is not in proper control of the vehicle or drives without due care and attention or in a reckless or dangerous manner.

- 8.8 Refer to sections 9-11 of the Violence and Aggression Policy for guidelines on the use of mobile telephones in reducing the risks associated with lone working.
- 8.9 Under no circumstances will staff switch SIM cards between Trust supplied mobile telephones and private mobile telephones.

9.0 Usage

- 9.1 It is the Budget Manager's responsibility for monitoring usage and ensuring appropriate use.
- 9.2 For guidelines on the use of Camera Mobile Telephones, see the Information Governance Policy and if required seek advice from the Information Governance Manager or Records Manager.
- 9.3 Staff must not use Trust mobile phones for personal use except in an emergency situation e.g. where a member of staff is working late and needs to let their family know they have been delayed.
- 9.4 Apps may only be downloaded for work purposes.
- 9.5 Only work Accounts (e.g. for email or social networking) may be installed.

10.0 Monitoring & Accounting Arrangements

- 10.1 All costs associated with the use of staff mobile telephones will be charged to the appropriate management budgets. The Budget Manager will check and confirm each monthly itemised account of all allocated mobile phones in their area to ensure the mobile phone has been used appropriately.
- 10.2 Regular checks will be made across all departments by the Trust relating to all costs associated with the use of mobile telephones. For example periodic and trend analysis will be undertaken on all costs associated with mobile telephones

11.0 Related Documents

Information Governance Policy
Information Security Policy
IG Staff Handbook
Best Practice Security Guidance for Mobile Devices
Phone SMS Texting Best Practice Flowchart
Texting Clients or Patients Best Practice Flowchart