



v1.0

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# Communications Policy

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Scanning Cornwall's Hearts

## Introduction

Due to our changing and growing work force I have decided to officially write a communications policy.

Office hours are 8am to 4.30pm (Verity/Ian) 9am to 5.30pm (Caroline/Jemma) Monday to Friday.

It is inappropriate to contact any member of staff either by personal email, telephone call or text when they are not at work ie before the working day begins or when the working day is done, at weekends or when a member of staff is on annual leave. Staff have the right to a private life.

There are one or two exceptions to the rule;

When a member of staff calls in sick – the more notice the better.

An urgent incident has occurred famine, flood, nuclear war, CQC complaint etc.

## Communication methods;

### NHS email:

For all routine queries please contact staff on email using nhs email system – you can do this at anytime – on a Sunday, 4am in the morning. If you do not receive a reply after 2 working days, please text staff member and ask them to check their work email.

### Telephone calls:

When echocardiographer's are in clinic they are extremely busy and cannot answer the phone they are with patients. Please do not call any echocardiographer whilst they are in clinic unless it is an emergency. Phone calls can be made to Jemma between 9am and 5.00pm.

### Text Messages:

Text messages can be sent between 8am and 4.30pm (Verity/Ian), 9am to 5.00pm (Caroline/Jemma) Monday to Friday. Not at the weekend, before working hours or after working hours or whilst the staff member is on annual leave.

### Personal email accounts:

Avoid using personal email accounts as they do not have the same levels of security and they are not secure. Do not ever send patient identifiable information to a personal email account. It is also invading our staff's privacy as staff members have smart phones which are linked to their personal email accounts. Only if a member of staff requests you to do so and we are not compromising PID may you continue.

Chris; only works two days a month. Please contact her via NHS email if the matter is non-urgent. Please feel free to text or call her during office hours 9am to 4pm Monday to Friday if the matter is urgent.

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