**Request for Information – Feedback Summary Sheet**

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| **Request made by:** | Karen Cotton | **Responses to be sent back to:** | Karen Cotton |
| **Date request made:** | 9/9/21 | **Date sent out:** | 17/9/21 |
| **Details of Request:** | During Covid I am sure everyone has been using more ipads and phones for patients to stay in touch with their relatives. I have been asked to request if any units have developed any policies or have any special governance arrangements with regards to their extended use e.g. relatives virtually present in the room with potentially confidential discussions taking place with medical/nursing staff. |
| **No.** | **Response Received From:** | **Details of Response:** |
| 1 | Duncan TragheimSheffield | This is something the team in Sheffield produced for Virtual Visiting to try and avoid some of the pitfalls |
| 2 | Jane McMullenLiverpool Heart and Chest | At LHCH we have not produced any guidelines as yet. If you do come across any would you be kind enough to send them to me. |
| 3 | Joanne KingBarnsley | Since the pandemic we have used our devices a lot more. We found that the relatives of covid patients struggle with not physically seeing their relatives even when they were ventilated and sedated we facilitated daily video calls. This was discussed with the head of quality and governance who approved the practice. The feed back is that it has helped the relatives feel connected with their loved one.    |
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