

Information for Visitors

Very limited inpatient visiting has resumed in hospitals across Dumfries and Galloway. Amid the ongoing dangers posed by COVID-19, your continued support in protecting patients, staff, yourself and the wider community is very important.

Designated Visitor

Where it is possible to allow visiting, we are asking patients to name a single person (a designated visitor) who will be allowed to visit them during the duration of their stay in hospital. This is in order to permit visiting, but to limit the risk of exposure to and transmission of COVID-19 and keep everyone as safe as possible.

It is essential that visits only take place at pre-arranged times. These will be jointly agreed between yourself as the designated visitor, the person you are visiting and staff. This arrangement is in place to ensure we control the number of people in each area of the hospital at all times.

As the designated visitor, you should arrange with the ward/hospital when it is possible to visit. You will be provided with contact details. You may be asked to limit your visit to a set period of time so as to help make visits to other patients possible, and to allow staff to manage numbers of people within each area.

Upon arrival:

- 1) You will be asked before entering the ward/clinical area to clean your hands with soap and water or alcohol-based gel. Hand washing should be for a minimum of 20 seconds and should follow the hand washing guide which will be displayed within the area you are visiting.
- 2) You will again be asked to clean/rub your hands with the alcohol-based gel when you leave.
- 3) If you are wearing your own face covering as you enter a clinical area, you will be asked to remove this, to clean your hands again and to don one of our hospital masks. You may be asked to wear additional protective garments by staff where needed.
- 4) You are asked to maintain a two-metre distance between yourself and the patient you are visiting, even if you were part of the same household or social bubble prior to admission to hospital. This is because the risks of infection changes and becomes much higher once someone comes into hospital. This may be frustrating for visitor and patient, but it is a critical protective factor for both yourself, the patient, staff and the wider community.
- 5) You may be asked a series of questions by staff. This is normal in the current times and is intended to try and make sure that everyone remains as safe as possible.
- 6) Part of the process of being a Designated Visitor for someone in hospital includes being asked to provide your contact details. This is normal in the current circumstances, and is done in order to assist Public Health Test and Protect colleagues should there be a need to contact you. Your data will be kept secure. It will only be accessed by authorised members of staff if necessary, and will be retained for a period of 21 days
- 7) Please do not to bring food parcels, flowers, helium balloons or similar items into the hospital environment.

For further information about how the NHS will use your data:

- NHS Dumfries and Galloway's Privacy Notice can be accessed via this link:
<https://www.nhsdg.co.uk/data-protection-notice/>
- Information from the Scottish Government about the use of your data during the COVID-19 situation can be found here: <https://www.informationgovernance.scot.nhs.uk/covid-19-privacy-statement>