

# Digital Equity Project: Growing Inclusion through family and maternity services across BLMK

## Accessing, Storing and Distributing SIM Cards Standard Operating Procedure (SOP)

### 1. Purpose

The purpose of this SOP is to establish a consistent, safe, and secure process for the accessing, receiving, storing, managing and distribution of SIMs as part of the Digital Equity Project. This SOP ensures that all SIMs are handled in accordance with requirements of the project and the Good Things Foundation whilst supporting site staff to ensure access and distribution of devices.

### 2. Scope

This SOP applies to all staff involved in the SIM donation elements of the project, however procedure may vary slightly depending on your site type and role within the project. It covers the distribution, donation, and storage of SIMs. Site types are made clear in the Procedure section below.

### 3. Roles & Responsibilities

#### Lock Box Key Holders – Two key holders to be selected by the site

##### Responsibilities:

- Securely hold and manage keys for lock boxes used to store SIMs.
- Ensure lock boxes remain locked, orderly, and compliant with storage standards.
- Receive and process requests for SIMs from authorised staff or referral pathways.
- Coordinate resupply of SIMs when required.
- Keep staff informed of SIM availability
- Update SIM log to reflect incoming and outgoing SIMs.
- Report any security breaches, damage, or stock discrepancies to the appropriate manager.
- Delegate alternative key holder is both key holders will be unavailable at any point



## Site Staff (Distribution Staff)

### Responsibilities:

- Distribute SIMs to residents following the approved process and eligibility criteria through the Connected Care Questions.
- Confirm that each SIMs distributed is recorded in the SIM log, including Name, Email, Phone number, and SIM ID.
- Ensure that details of the SIM provided are documented on the Connected Care Questions.
- Provide SIM changing, Topping up, and keeping phone number guidance where required.
- Flag any concerns, missing information, or SIM discrepancies to the Lock Box Key Holder or supervisor.
- Maintain confidentiality and adhere to data protection principles when handling resident information.

## 4. Procedure

### Requesting and Receiving SIMs - Non hub sites

- To request additional SIMs key holders or delegated staff will email their Hub site to request additional SIMs and provide working days where they will be able to receive and store SIMs
- Hub site will inform key holder of delivery date and arrange for delivery
- Once SIM(s) has been received they stored securely in Lock Box

### Requesting and Receiving SIMs – Hub sites

- Sites that are Good Things Foundation Hubs will need to request SIMs through the processes outlined by the Good Things Foundation
- Once SIM(s) has been received stored securely in the provided lockbox

### Storing SIMs

- Received SIMs to be secured in Lock Box
- Lock Box to be stored in secure area of site

### Accessing SIMs

- If resident/patient identified in need of SIM, staff to verbally request SIM of key holder or delegated key holder
- Key holder to unlock lock box and provide SIM to staff
- Key holder to complete SIM Log Box
- Key holder to assess whether additional SIMs need to be requested from Good Things Foundation or Identified Hub Site

## 5. Required Equipment, Tools, or Materials

Lock Box

Lock Box Keys

Promotional materials for site

Topping Up SIMs guidance

Changing SIMs guidance

Keeping phone number guidance

## 6. Related Documents and links

Accessible here: <https://healthinnovationeast.co.uk/digital-equity-project-site-materials/>

Connected Care Questions

SIM Log