

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

Connected Care Questions Standard Operating Procedure (SOP)

1. Purpose

The purpose of this SOP is to establish a consistent, safe, and secure process for using the Connected Care Questions as part of the Digital Equity Project. This SOP ensures that the Connected Care Questions and associated data are handled in accordance with the project requirements and national policies and laws, whilst supporting staff to provide access to devices, data, and translation services.

2. Scope

This SOP applies to all staff who will be having conversations with residents or patients around their device, data, digital skills training, and translation requirements, procedures will vary depending on site types and role within the project. It covers the use of the Connected Care Questions, including consent and consent to contact. Site types are made clear in the Procedure section below.

3. Roles & Responsibilities

All staff

- Completion of site-specific Connected Care Questions during appropriate conversations with residents/patients
- Clearly explain the purpose of the form and how the information will be used
- Obtain and record consent for participating and consent to contact where required
- Accurately record responses regarding device access, data access, skills, and translations



- Ensure any physical copies are destroyed once uploaded
- Escalate any concerns to luke.natali@healthinnovationeast.co.uk

4.Procedure

Finding the IMEI number

- Android
 - Open the settings (often drag down from the top) of the patient/residents device (a cog wheel icon)
 - Click the magnifying glass and type IMEI
 - Click IMEI information
 - Record the last 6 digits of the IMEI(SIM Card)
- Apple
 - Open the settings app
 - Select General then about
 - Scroll down until you can see IMEI
 - Record the last 6 digits of the IMEI

Maternity Services

- Utilise your trust connected care questions
- Utilise consent form with patient to confirm their understanding of their rights and the project, and record they have consented on the EPR or local spreadsheet
- Record the last 6 digits of the SIM IMEI number for evaluation purposes
- If required, provide free of charge SIM and/or Device (if available)
- Signpost to local Family Centre/Hub

Family Centres/Hubs

- Open the Connected Care Questions or use the offline version
- Utilise consent form with resident to confirm their understanding of their rights and the project, and record they have consented by marking the check box
- Follow the connected care questions and complete during conversation with resident
- Provide free of charge SIM and/or Device (if available)
- Record last 6 digits of SIM IMEI number for evaluation purposes

If Offline form is used:

- Transfer answers onto online Connected Care Questions as soon as possible

- Once submitted, destroy physical copy of connected care form via shredding

5. Required Equipment, Tools, or Materials

Pocketalks

Lock Boxes

SIMs

Devices

Promotional Materials

6. Related Documents and links

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

Connected Care Questions link

Connected Care Questions offline

SOP Accessing, Storing and Distributing Devices

SOP Accessing, Storing and Distributing SIM Cards

Digital Skills Training leaflet