

Communications Policy Appendix 2 – Guidelines for responding to media enquiries

All media enquiries are dealt with by the Communications Team.

Any member of staff who is contacted by local or national media should, without delay, pass the enquiry on to the Communications Team at shet.communications@nhs.scot or call 0300 3657167.

The only exception to this is enquiries seeking information about a patient or asking to interview a patient (usually following an accident or incident). These enquiries are dealt with by individual wards, the Chief Nurse (Acute) or by Gold Command - see Guidelines for responding to Patient Condition Enquiries at Communications Policy Appendix 3.

Media enquiries must always be answered by a senior manager or a member of staff nominated by them.

Media enquiries usually have a short deadline so must be dealt with promptly.

Carolyn Hand, Corporate Services Manager

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