

**Appendix H – Unavailability of Processes/Providers**

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| **Processes / Providers / Systems** | **Impact of Loss (e.g. on Patients / Staff)** | **Alternative Arrangements** |
| Clinical staff including- medical staff , Plaster Technicians, AHPs, CSM’s | Inability to deliver efficient, good quality, patient centred assessment and care to all Trauma & Orthopaedic (T/O) patients  attending the outpatient department.  Provision of resource to do job & safe working environment and supervision | Depending on the disruption may need to limit the number of patients seen or cancel the clinic and  therefore patients would have to be prioritised – may have to support the admin staff with the prioritisation of patients.  Communicate with CSM re patients requiring hospital admission. |
| Referring clinicians | Inability to provide access to specialist opinion or treatment to meet patient needs outside scope of practice | Limited access to emergency care for patients with needs outside of scope of practice |
| Administration staff including clinic prep staff, medical secretaries. | Inability to make appointments for patients, Prep medical records for patients attending clinic. Respond to the T/O inbox and  answer telephone in a courteous manner. Provision of resource & workload and clear communication about priorities of the  service. Answer telephone in a timely  manner | Depending on the disruption may need to limit the number of patients seen and therefore patients would have to be prioritised. Provision of workload and clear communication about priorities of the service. |
| Patients/ relatives/care givers | Inability to meet expectations to be seen at the time of their appointment and leave the department with a management plan re their specific injury. Good communication  regarding injury and written advice where appropriate.  Provision of interpreter if English is not the 1st language particularly if elective patient | Some patients may need to be cancelled and given an alternative appointment, re- provision of emergency service to manage patients with urgent needs.  Give assurance to patients/ carers. Good communication regarding condition and written advise where appropriate. Provision of interpreter if English is not the 1st language |
| Management staff within the division of Surgery | All services delivered in the department to  run to specific time frame and achieve KPI’s related to that service. Ensure service  contracts are met and patient / staff safety is maintained | Clear information on the impact of the disruption – opportunities to re-provide with risks and benefits described. Support admin staff with the prioritisation of patients and give additional resources to support the admin team during this time. |

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