**3.0**  **Stakeholder Analysis**

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|  | **STAKEHOLDER** | **STAKEHOLDER’S EXPECTATIONS** | | **STAKEHOLDER PRIORITY**  (H/M/L) |
| **UNDER NORMAL CIRCUMSTANCES** | **DURING DISRUPTION** |
| **1** | Clinical staff including- Plaster Technicians, AHPs, & Clinical Site Managers( CSM’s) | Deliver efficient, good quality, patient centred  assessment and care to all Trauma & Orthopaedic (T/O) patients attending the outpatient  department.  Have correct pay on time, where appropriate provision of uniforms/scrubs;  Provision of resource to do job & safe working environment and supervision | Depending on the disruption may need to limit the number of patients seen and  therefore patients would have to be  prioritised – clinical staff will have to support the admin staff with the prioritisation of  patients. Communicate with CSM re patients requiring hospital admission.  Correct pay on time, safe working environment | H |
| **2** | Referring clinicians | Timely access to specialist opinion or treatment to meet patient needs outside scope of practice | Timely access to emergency care for patients with needs outside of scope of practice | M |
| **3** | Administration staff including clinic prep staff, medical secretaries. | Make appointments for patients, Prep and  maintain medical records for patients attending clinic. Respond to the T/O inbox and answer telephone in a courteous manner. Provision of resource & workload and staff to have clear communication about priorities of the service.  Book patients in accordance with waiting list  requirements  Be able to respond to patients who were reviewed in the virtual fracture clinic and inform them of the need to attend one of the various clinics or to attend for further treatment  Delivery of medical records to and from the  department | Depending on the disruption may need to limit the number of patients seen and  therefore patients would have to be  prioritised or the clinic could be allocated to another designated area. Provision of  workload and clear communication about priorities of the service.  Be able to respond to patients who were reviewed in the virtual fracture clinic and inform them of the need to attend one of the various clinics or to attend for further  treatment  Delivery of medical records to and from the department | H |
| **4** | Patients/ relatives/carers | 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 . | 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.  Provision of interpreter if English is not the 1st language | H |
| **5** | Management staff within the division of Surgery | All services delivered in the department to run to a specific time frame and achieve Key performance Indicators (KPI’s) related to that service. Ensure service contracts are met and patient / staff safety | 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 | M |