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|  |  | is maintained.  Financial support and maintenance of budget to support provision of service | give additional resources to support the admin team during this time. |  |
| **6** | Portering staff | Take patients and or stores/equipment to various other departments within the Trust. Supplies delivered to the department from the main trust store room | May need additional resource, support with communication to patients re the alternative arrangements made as a result of the  disruption | H |
| **7** | HSA staff , incl supervisors and managers | Clean the department to the required standard with suitable resource | May need to do the cleaning at a different time or may need to do additional cleaning depending on the disruption. Clear  communication of priorities to be provided | M |
| **8** | Volunteer staff | Assist, direct and guide patients attending the clinic | If volunteers are unavailable impact will need to be absorbed by substantive staff | M |
| **9** | CCG’s /Commissioners / NHSE BNSSG | Provision of service to patients within the  commissioning area to ensure the agreed  numbers of patients are reviewed in a timely manner and treated appropriately .To ensure all patients are cared for safely and appropriately. | Kept informed on the impact of the disruption on the service and mitigation against the proposed plans, re-provision of emergency service to manage urgent patients | M |
| **10** | IM&T | All IM&T services e.g. ICE, bluespier, medway, PACS, Trauma World , Evolve, CIS, e rostering, Connecting Care, Datix, DMS, Outlook, big hand, Big word ( interpreter service), ESR are running efficiently, | Move to a paper based system to ensure all appropriate details are captured by providing additional resource /material to support the service e.g. template to capture all relevant information for patients that require listing for surgery. Listing could then be completed  when the service is restored. Would need a process to ensure all information is uploaded once service is re -provided. | H |
| **11** | Radiology- PACS | Majority of patients require radiology services prior to being seen by the consultant/ or a  member of his team/ nurse/ AHP . Ability to view images in a number of locations where  appropriate. | Provide alternative material for requesting radiology e.g. paper /cards and print x-rays and scans. Clear communication to support prioritisation of patients and reduce workload.  Provide central location for viewing images on line. | H |
| **12** | Trust communication team | Limited contact with the department unless to communicate a specific event | Communicate to relevant personnel both within and outside the organisation re update on disruption | L |

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| V: 2.0 | Page 6 of 49 | 30/04/2021 |