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| **27** | Catering services | Provision of diverse, hot & cold food choices for patients taking into account individual needs | Provision of food to meet clinical needs of the patient | H |
| **28** | Pre-operative assessment department (A606) | Appropriate assessment and preparation of  patients to ensure that elective procedures and trauma patients requiring surgery who are able to wait at home for a theatre slot are able to proceed with risks minimised  Central point of contact for patients, carers,  theatre and wards on day of admission.  Safe preparation of patients on the day of surgery | Reduced support necessitating prioritisation and clear communication on needs/progress Department to keep paper copies of all care pathways to allow staff to continue working | H |
| **29** | Security services | Support for clinic staff with challenging patients and carers/visitors | Reduced support necessitating prioritisation and clear communication on needs/progress | H |
| **30** | Clinical site management team | Communication and co-ordination regarding the flow of patients who may require to be admitted from clinic | Reduced support necessitating prioritisation and clear communication on needs/progress | H |
| **31** | Transport services | Provision of timely patient transport service to facilitate discharge/transfer from hospital  Provision of timely transport of pathology samples to other providers  Transfer of medical records | Reduced support necessitating prioritisation and clear communication on needs/progress Provision of timely transport of pathology samples to other providers | H |
| **32** | Discharge lounge | Provision of a decant facility for appropriate patients awaiting discharge/transfer | Reduced support necessitating prioritisation and clear communication on needs/progress | H |
| **33** | Visiting staff e.g. UWE staff, staff from the education centre, manual handling team etc | Support for patients/ students / staff through the provision of support and expert advice | Reduced support necessitating prioritisation and clear communication on needs/progress | H |

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