

Service recovery

- All services in recovery mode to a varying degree.
- An increase in referrals in some areas, particularly significant in Children's services such as child protection, safeguarding and neurodevelopment/disability.
- No services are back to pre-pandemic capacity. Infection Prevention & Control restrictions mean service capacity is reduced by between 25% - 60%**
 - Due to 'donning & doffing' PPE, additional cleaning regimes between patients and social distancing requirements
 - ***60% reduction is for dental services where reliance on theatre availability and the requirement for 'fallow time' depending on the number of air exchanges in theatre at each site*
- Waiting Lists / Backlog levels vary across services, mitigation in place to minimise the impact however the reduction in service delivery over the pandemic has made this unavoidable

Examples of mitigating actions to minimise risk of harm

- Initial triage of new referrals to assess priority; pooled, 'whole service' waiting lists to ensure prioritisation based on clinical need rather than capacity by location. Urgent cases prioritised.
- Regular & ongoing review of waiting lists; patients able to make contact in the event of deterioration of their symptoms; allowing active review & reprioritisation of their risk where appropriate
- Continued use of technology to support patient care, telephone and video consultations alongside face to face, appropriate approach decided according to clinical need. Support for patient self care options where appropriate
- Partnership working; sharing resources with partner organisations to support patient care. i.e. some very urgent dental cases seen via emergency lists by Maxillofacial surgery at PHU/UHS
- Targeted areas of focus to flex resources and maximise capacity. 'blitz clinics'.
- Use of additional hours from existing staff to increase capacity, while also balancing with wellbeing of staff after a challenging year.

Vaccination programme

- Continue to be the lead provider for large-scale vaccination centres across Hampshire and Isle of Wight, including at Basingstoke Fire Station, Oakley Road in Southampton, St James' Hospital in Portsmouth and The Riverside Centre on the Isle of Wight.
- We are working in partnership with other health organisations, Hampshire and Isle of Wight Fire and Rescue, the Armed Forces and volunteer organisations to vaccinate people in line with the government cohorts.
- During May and June, the large-scale centres in Southampton, Portsmouth and Basingstoke each celebrated giving their 100,000th vaccination.
- We are also supporting outreach work, running pop-up clinics within community locations to make it even easier for people to get vaccinated. Clinics have been held at local places of worship, in community centres and on cruise ships. These have been really well received and we have reached people who may not have otherwise been vaccinated.