

Mental Health Services

Provider	Service Category	Impacted Service	Type of Change	Detail of Change	Rationale	Directive
IOW	Mental Health & Learning Disability	Inpatient Services	Increase in service	Changes to our inpatient services in order to create capacity for a mental health isolation ward. Afton ward (10 beds, older people's functional mental illness ward) is now the adult and older adult isolation ward. Osborne ward is therefore now accepting both adult and older adult mental health admissions for people who do not require isolation. All visiting has been suspended in inpatient units. Providing inpatients with technology to enable them to maintain contact with loved ones, and to provide activities.	Social distancing	National guidance
IOW	Mental Health & Learning Disability	Inpatient Services	Increase in service	Changes to our inpatient services in order to create capacity for a mental health isolation ward. Afton ward (10 beds, older people's functional mental illness ward) is now the adult and older adult isolation ward. Osborne ward is therefore now accepting both adult and older adult mental health admissions for people who do not require isolation. All visiting has been suspended in inpatient units. Providing inpatients with technology to enable them to maintain contact with loved ones, and to provide activities.	Social distancing	Local decision
IOW	Mental Health & Learning Disability	LD Healthchecks	Service suspension	Discussions taken place with NHS Region as it is inappropriate to be bringing in LD patients the majority of which are shielded for F2F health checks. There is also further review on the constitution of an LD AHC.	Social distancing	National guidance

IOW	Mental Health & Learning Disability	MH - Community services	Change in pathway	Essential community health services have continued with appropriate risk assessments to support return to new business	Improve discharge coordination and efficiency	Local decision
IOW	Mental Health & Learning Disability	MH - Crisis provision	Change in access method	All MH Providers have 24/7 access to Mental Health Services either through established SPA and/or the 24/7 Mental Health Triage Service in NHS 111. Crisis hub is established and operational.	Improve discharge coordination and efficiency	National guidance
IOW	Mental Health & Learning Disability	MH - Crisis provision	Change in pathway	All Regions have either a Safe Haven or extended wellbeing offer to support out of hours Crisis support. Crisis and Urgent apps done remotely. Teams have capacity and working through waiting list to manage list size to increase available capacity. Manage routine appointments to prevent backlog of cases.	Improve capacity Improve discharge coordination and efficiency	National guidance
IOW	Mental Health & Learning Disability	MH - BAME patients and staff	Increase in service	Targeted support for BAME is under discussion in MH with action underway from Workforce corporately	Responsive to emerging need	National guidance
IOW	Mental Health & Learning Disability	MH - service demands	Increase in service	Discussions with local providers and NHSE on modelling and expectations of demand and capacity for services. Working with commissioners around MHIS	Improve capacity Improve discharge coordination and efficiency	National guidance
IOW	Mental Health & Learning Disability	MH - psychological support	Increase in service	IOW NHS Trust has a full programme to support Key NHS staff. They have been supporting key services with Support for staff for during and post pandemic. CCG has commissioned online resource for support and self guided help.	Response based on need	National guidance

IOW	Mental Health & Learning Disability	MH Care (Education) and Treatment Reviews	Change in access method	Digital resources including virtual clinics and attend anywhere being used across services where appropriate to do so. Reviews should continue using online and digital approaches	Improve capacity Improve discharge coordination and efficiency	National guidance
IOW	Mental Health & Learning Disability	MH - Children and Young People	Change in access method	Currently in place. CYP are working across the integrated division and with third sector partners. Currently in discussion with the commissioners to develop further. Ensure that children and young people continue to have access to mental health services, liaising with your local partners to ensure referral routes are understood, particularly where children and young people are not at school	Needs based assessment Improve capacity Improve discharge coordination and efficiency	Local decision based on national guidance
IOW	Mental Health & Learning Disability	MH - For existing patients	Change in access method	For existing patients known to mental health services, continue to ensure they are contacted proactively and supported. This will continue to be particularly important for those who have been recently discharged from inpatient services and those who are shielding. Services across MH are exploring how this information could be sourced , addressing and ensuring equality and need	Infection prevention	National guidance
Solent	Mental Health & Learning Disability	Adult Mental Health Community Service	Change in access method	Reducing face to face contacts and carrying out services remotely based on risk assessments	Remote working of staff / social distancing	National guidance
Solent	Mental Health & Learning Disability	Learning Disabilities Service	Change in access method, change in pathway	Reducing Face to face contacts with staff working remotely from home. 1) Delaying non-urgent referrals 2) Reducing direct patient contact 3) Supporting home working	Remote working of staff / social distancing	National guidance

Solent	Mental Health & Learning Disability	Talking Change/ IAPT services	Change in access method	Reducing face to face contacts and increasing remote working within the IAPT service. Administrators to work from home with reception closed. Very little change to service	Remote working of staff / social distancing	National guidance
Solent	Mental Health & Learning Disability	Adult Mental Health Recovery Team	Reduction in service	Partial reduction to service in Community AMH, Learning disability, IAPT and SMS- Reducing F2F contacts. For OOH service - Medics will come out for urgent psychiatric needs. Partial restriction to service from 27/03/2020 - Out of hours inpatient care - medics to come out for urgent psychiatric needs only. Safe remote plans including remote prescribing to be put in place. Non urgent medical reviews, medication adjustment, administrative work and other non-urgent care will be delayed until the daytime staff return. Urgent medical reviews, including requests for section 52 assessments will remain face to face with staff provided appropriate PPE where required.	Remote working of staff / social distancing	National guidance
Solent	Mental Health & Learning Disability	Jubilee House	Change in pathway	In order to simplify systems/processes and the overall management of the workforce Solent (Adults Portsmouth Service Line) to take back the management of patients in East wing of Jubilee House by Friday 3rd April.	Health risk	Local decision
Solent	Mental Health & Learning Disability	Secure Care	Increase in service	Due to the unprecedented and emergent challenges due to Covid 19 our Pan Hampshire 136 Partners Secure Care UK are offering to undertake additional activity in response to sudden challenges.	Health risks	Local decision
Solent	Mental Health & Learning Disability	Mental Health PICU Service	Reduction in service	Partial restriction to service, reviewing seclusions remotely as required.	Remote working of staff / social distancing	

Solent	Mental Health & Learning Disability	Access to Communication Team	Reduction in service; change in access method	Reduction in face to face availability and reduced access.	Remote working of staff / social distancing	
Solent	Mental Health & Learning Disability	Autism Assessment Service	Change in access method	Partial reduction to service from early April 2020 -will not be booking face-to-face appointments.	Social distancing	National guidance
SHFT	Inpatient Services	Inpatient Wards	Increase in service	Additional capacity established for 136 Suite at Elmleigh	Increase capacity	
SHFT	Inpatient Services	Inpatient Wards	Change in service	Mental health inpatient wards temporary change to no section 17 leave and no family visits	Social distancing	
SHFT	Mental Health & Learning Disabilities	Psychiatric Liaison	Change of location of services	Psychiatric Liaison has been relocated away from EDs across Hampshire	Social distancing	
SHFT	Mental Health & Learning Disabilities	Beechwood House	Change in service provision	Beechwood ward (mental health ward for older people at Parklands Hospital) will temporarily become a ward for adult/older people with mental health issues who require physical health care for COVID-19. It will operate in this capacity as an 18 bedded ward from Monday 6 April 2020.	Increased bed capacity	National guidance
SHFT	Mental Health & Learning Disabilities	Community LD Teams	Change in service provision	This service has moved to a central referral point.	Social distancing	National guidance
SHFT	Mental Health & Learning Disabilities	Eating Disorder Service, April House	Change in method of access	Face to face clinics and groups changed to telephone support	Social distancing	National guidance
SHFT	Mental Health & Learning Disabilities	IAPT (Improving Access to Psychological Therapies) Services	Change in method of access	Face to face sessions have been cancelled and replaced with virtual consultations/appointments.	Social distancing	National guidance
SHFT	Mental Health & Learning Disabilities	Lighthouse Service	Change in method of access	The Lighthouse (run in partnership with Solent Mind) will temporarily run as a 'virtual' crisis lounge, as the premises in Shirley are too small to maintain safe social distancing.	Social distancing	Local decision

SHFT	Mental Health & Learning Disabilities	OPMH – community services	Change in method of access	face to face reviews replaced with video/tel. memory matters groups. Urgent clinical visits only. Dr clinics stopped clinics. Face to face CPAs replaced with telephone meetings	Social distancing	National guidance
SHFT	Mental Health & Learning Disabilities	Psychology Services	Change in method of access	Both acute and crisis teams have stopped ISP (Integral Somatic Psychology) group interventions for adult mental health inpatients, due to the risks posed by patients from the ward accessing ISP. In replacement, patients are being offering interventions via telephone and via Visionable.	Social distancing	National guidance
SHFT	Mental Health	Eating Disorders	Reduction in service	Southern health temporarily reduced face to face clinics and support groups for eating disorders to telephone support	Social distancing	National guidance
SHFT	Mental Health	Psychological	Reduction in service	Southern health temporarily changed face to face clinics and support groups for psychological services to 'zoom' support	Social distancing	National guidance
SHFT	Mental Health	Older Peoples' Mental Health	Reduction in service; change in method of access	OPMH face to face reviews temporarily reduced (only for high risk patients) other activity replaced with telephone / video support	Social distancing	National guidance
SHFT	Mental Health	ECT	Reduction in service; change in method of access	Mental health ECT service centralised to Parklands, day therapy service postponed, home visits replaced with telephone/video calls	Social distancing	National guidance
SHFT	Mental Health	EIP	Reduction in service; change in method of access	Mental health EIP service temporarily postponed face to face physical health reviews, home visits replaced with telephone/video calls, face to Face only for High Risk Patients	Social distancing	National guidance
SHFT	Mental Health	Community Services	Change in method of access	Mental health community teams temporarily reduced use of face to face services and working remotely via visionable	Social distancing	National guidance

SHFT	Mental Health	Crisis and Home Treatment	Reduction in service; change in method of access	Mental health crisis and home treatment service day therapy temporarily reduced use of face to face services (only for High Risk patients) and working remotely via visionable / telephone support	Social distancing	National guidance
Sussex Partnership	CAMHS	CAMHS	Increase in service	CAMHS 24/7 Telephone helpline linked to NHS 111 for children and young people who need emotional support mobilised	Social distancing	National guidance
PSEH	Site Changes	Mental Health Psych Liaison	Change in service location	Temporary relocation of mental health psych liaison service from QAH to Turner Centre, St James Hospital	Social distancing	Local decision

Urgent & Emergency Care and Acute Services

Provider	Service Category	Impacted Service	Type of Change	Detail of Change	Rationale	Directive
IOW	Ambulance Service	Conveyance Pathway	Increase in service	Pathway for direct admission into Acute Medical Ward and new referral pathways for Paediatrics agreed, rather than direct conveyance to ED	Social distancing	National guidance
IOW	Ambulance Service	Defib Network	Increase in service	Cessation of public access defib network implementation	Social distancing	Local decision
IOW	Medical	Cardiology (inc investigations)	Service suspension	Cardiac Investigation Unit. Urgent appointments only (including rapid access and pacemakers) Telephone or face to face where absolutely necessary Urgent Echo and 24 hour tapes only	Social distancing	National guidance
IOW	Medical	Care of the Elderly - respiratory	Change in pathway	Urgent appointments only Telephone or face to face where absolutely necessary		Local decision
IOW	Medical	Respiratory	Reduction in service change in access method	Urgent appointments only (including cancer fast track) Telephone or face to face where absolutely necessary		National guidance
IOW	Medical	Rheumatology – Diabetes Centre	Change in pathway	Urgent appointments only. Telephone or face to face where absolutely necessary Helpline available for prescriptions/advice Urgent infusions only	Improve capacity Improve discharge coordination and efficiency	National guidance
UHS	Urgent Care	Minor Injury and illness	Increase in service	Minor injury and illness moved from SGH to the Urgent Treatment Centre (RSH)	Responsive to emerging need	National guidance

SCAS	IUC	CAS	Increase in service	New COVID-19 Clinical Assessment Service has been commissioned and mobilised.	Improve capacity Improve discharge coordination and efficiency	National guidance
SCAS	IUC	Covid Response Service	Increase in service	New COVID Response Service (CRS) has been commissioned to take triaged 111 callers through the NHS 111 Online Tool thus populating the CCAS queue.	Capacity	National guidance
HHFT	Emergency Services	Emergency Surgery	Change of location of services	Emergency Surgery centralised to RHCH	Improve capacity Improve discharge coordination and efficiency	National guidance
HHFT	Emergency Services	MIU at AWMH	Suspension of service	Andover War Memorial Hospital (AWMH) Minor Injuries Unit closed to move staff to ED	Staffing pressures	Local decision based on national guidance
SHFT	Community Services	Stroke Assessment 6mth F/U	Reduction in service	This service has stopped in line with national guidance.		National guidance
SHFT	Site Changes	Inpatient Physical Health	Change in access method	Therapy model changes to 20% staffing - reducing therapy, CHC work suspended	Remote working of staff / social distancing	National guidance
SHFT	Site Changes	RAU at Petersfield & Lymington	Change in access method, change in pathway	RAU: Gosport and Petersfield: stopped all routine consultations, only triaging urgent referrals.	Remote working of staff / social distancing	National guidance

SHFT	Site Changes	Additional Beds: Petersfield, Romsey, Lymington, Gosport	Change in access method	Additional beds on Anstey Ward, Lymington New Forest Hospital, Ford Ward, Romsey Hospital, Gosport War Memorial Hospital and Petersfield Hospital.	Remote working of staff / social distancing	National guidance
PSEH	Community Services	Urgent Care	Suspension of service	Temporary closure of Urgent Care Centre and Cosham Park House ED Redirection Service	Remote working of staff / social distancing	National guidance
PSEH	Urgent Care	Voluntry Sector	Change in pathway	St Johns Ambulance 'hub' established temporarily on QA site to see minor injury and minor ailments patients overnight	Health risk	Local decision
PHT	Urgent Care	Rapid Assessment Unit	Increase in service	Temporarily postponed face to face clinics in Rapid Assessment Unit with move to video and telephone support	Health risks	Local decision
PHT	Site Changes	Inpatient Wards	Reduction in service	Temporary increase in bedded capacity at Spinnaker, Jubilee and Brooker wards - St James' Hospital	Remote working of staff / social distancing	
PHT	Urgent care	Minor Injuries	Reduction in service; change in access method	Temporarily redirect minor injury patients from QA ED to GWMH MIU, Petersfield MIU, St Marys UTC between the hours of 0800 and 2345	Remote working of staff / social distancing	
PHT	Urgent care	MIU/UTC	Change in access method	Increase in patient acuity accepted in MIUs/UTCs by review of the Directory of Service and increasing conditions accepted	Social distancing	National guidance
PHT	Urgent care	Minor Injuries Unit	Increase in service	Temporary extension of operational hours for GWMH MIU from 2000 to 2359	Increase capacity	
PHT	urgent care	Rapid Assessment Unit	Change in service	Temporarily postponed face to face clinics in Rapid Assessment Unit with move to video and telephone support	Redeployment of staff	
SCAS	Urgent Care	Call handling	Change of location of services	111 call handlers have been trained to do 999 calls	Social distancing	

SCAS	Urgent Care	Capacity	increase in service	999 spare capacity has been used to support PTS	Increased bed capacity	National guidance
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Primary Care services

Service Category	Impacted Service	Type of Change	Detail of Change	Rationale	Directive
General Medical Services	Routine and Urgent Care	Change in method of access and change in location	GP Hot and cold sites, numerous locations Moving to hot and cold sites across East Central and West PCNs. To minimise the risk of exposure to patients by splitting locations in to appropriate Covid categories. Patients will be seen face to face by clinicians across PCN area rather than own GP surgeries.	Social distancing	National guidance
General Medical Services	Homeless Healthcare	Change in method of access and change in location	Partial restriction to service with reduced face to face care by increasing remote consultation and telephone triage. Face to face appointments only where required. Access to mobile phones is being mitigated by the provision of some phones to the most vulnerable individuals.	Social distancing	Local decision
General Medical Services	Gosport Practices	Suspension of service	GP routine appointments in Gosport: including health checks, routine smears, annual reviews (ie diabetic, respiratory, routine blood tests, travel vaccinations, face to face routine consultations/medication reviews) are cancelled	Social distancing	National guidance
General Medical Services	Red Hubs	Change in pathway / change in location	Operationalise 5 primary care red hubs across FG & SE Hants Forest Surgery, Bordon Waterlooville HC Forton Medical Centre, Gosport Highlands surgery , West Fareham Westlands surgery, East Fareham	Social distancing	Local decision

General Medical Services	Red Hubs across Portsmouth	Change in pathway / change in location	Operationalise 5 primary care red hubs across Portsmouth Wooton Street Practice Kingston Crescent Surgery Eastney Health Centre Milton Park Practice (St Marys Campus) Stubbington Avenue Waverley Road Derby Road Lake Road HC	Social distancing	National guidance
General Medical Services	Routine and Urgent Care	Change in access method	All patients triaged remotely - significant change in the way people access and receive general practice	Social distancing, improve capacity Improve discharge coordination and efficiency	National guidance
General Medical Services	Digital Econsult	Change in access method	Provision of e-consult deployed across all sites	Social distancing, improve capacity Improve discharge coordination and efficiency	National guidance
General Medical Services	Digital - video	Change in access method	Provision of video consultations deployed across all sites	Social distancing, improve capacity Improve discharge coordination and efficiency	National guidance

General Medical Services	Prescribing	Change in access method	Electronic prescribing - paper prescriptions are now the exception	Social distancing	National guidance
General Medical Services	Routine and Urgent Care	Change in pathway	Shielded patients -identification process; flagging patient records remotely	Social distancing, improve capacity Improve discharge coordination and efficiency	National guidance
General Medical Services	Hot/cold Sites	Change in service location	Hot/cold sites; people having to travel to access GP services	Social distancing, improve capacity Improve discharge coordination and efficiency	Local decision based on national guidance
General Medical Services	Infection & Prevention	Change in access method	Infection control - people being seen in alternative locations - e.g. cars, waiting in cars	Social distancing, improve capacity Improve discharge coordination and efficiency	National guidance
General Medical Services	LTC mangement	Supension of service	Services have been prioritised e.g. LTC management and routine checks reduced (many patients are shileded), therefore activity reporting stopped - QoF etc.	Managing demand	National guidance

General Medical Services	Routine and Urgent Care	Change in access method	General practice moved from face to face consultations to total triage model in line with national guidance	Social distancing, remote working of staff, social distancing	National guidance
General Medical Services	Routine and Urgent Care	Change in location of service	Gosport primary care temporary site consolidation to support workforce resilience for patients with non-covid symptoms (Green sites) for necessary primary care ie baby imms, leg dressings. Planning commenced 19/3/20 and operational from Mon 6/4/2020. Primary care staffing shared amongst the practices to support f2f at Rowner – Baby imms, Solent View - triage, GMC – bloods and nursing. Other sites reduced to admin functions – Bridgemary, Brockhurst, Bury Road, Stoke Road, Waterside, Brune	Social distancing	National guidance
General Medical Services	Routine and Urgent Care	Suspension of service	Southern Health ceased temporarily all routine appointments including health checks, routine smears, annual reviews i.e. diabetic, respiratory, routine blood tests, travel vaccinations, face to face routine consultations/medication reviews in line with national guidance	Remote working of staff / social distancing	National guidance

General Medical Services	Gosport Practices	Change in location of service and suspension of services	Gosport primary care temporary site consolidation to support workforce resilience for patients with non-covid symptoms (Green sites) for necessary primary care ie baby imms, leg dressings. Planning commenced 19/3/20 and operational from Mon 6/4/2020. Primary care staffing shared amongst the practices to support face to face at Rowner – Baby imms, Solent View - triage, GMC – bloods and nursing. Other sites reduced to admin functions – Bridgemary, Brockhurst, Bury Road, Stoke Road, Waterside, Brune	Social distancing	Local decision
General Medical Services	Routine Care	Suspension in service	Acute trusts focusing on urgent care therefore electronic referrals for routine care may be suspended	Social distancing	Local decision
General Medical Services	Enhanced Services screening and immunisations	Suspension of services and change in location	Reduction in face to face and potential change in location	Remote working of staff / social distancing	National guidance
General Medical Services	LD healthchecks	Change in access pathway, suspension of services	Reduction in face to face appointments may mean LD healthchecks are not completed. Consider what can be captured using remote technology and prior to the reintroduction of f2f	Remote working of staff / social distancing	National guidance
General Medical Services	NHS 111	Increase in service , change in pathway	Expansion of NHS 111 – establishment nationally of COVID-19 Clinical Assessment Service to triage and assess patients with symptoms of COVID-19. Direct booking of patients requiring assessment by primary care into GP Practice workflow	Increased virtual triage and assessment of patients with suspected COVID-19; Decreased demand on practices	National guidance

General Medical Services	Routine and Urgent Care	Change to pathway	Move to total triage system, initially assessed either by phone or online and where appropriate, given advice, managed remotely and/or ongoing monitoring by video consultation or other remote monitoring technology. Face to face assessments where required, provided at hot or cold site or as a home visit	As above – supports the safety of both patients and staff	National guidance
General Medical Services	Face to Face Services	Changes of location	Practices are either designated as ‘hot sites’ or may operate zoning where hot and cold workflow is separated across a geographically area. Patients may have to travel further to access care.	As above – supports the safety of both patients and staff	National Guidance
General Medical Services	Routine and Urgent Care	Changes of location.	Consolidation plans have been agreed across Primary Care Networks as agreed by CCG. Small number of branch sites temporarily closed which are kept under regular review.	General Practice resilience; supports continued provision of care	National Guidance
General Medical Services	Vulnerable Patients	Change in access method	Focus shielded patients and those who are vulnerable, and these have agreed care plans in place and are receiving the care and support they need. Strong links with Local Authority, voluntary sector and community networks to provide help and support with shopping, prescriptions and health and wellbeing.	Ensures people at highest risk from COVID-19 are safe and receive the care and support they need	National guidance
General Medical Services	Routine Care	Suspension of service	Temporary suspension of some general practice activity in line with national guidance.	capacity	National guidance

General Medical Services	Care Homes	Increase to service provision	PCNs and practices to align with care homes to reduce duplication, footfall and increase continuity of care, patients still retain the right of choice of general practice. Provision of weekly virtual MDT review with each care home and provision of care and support, remotely or face to face. Personalised care plans to be agreed and in place for all residents. Provision of pharmacy and medication support	Greater support to care homes and high risk patients. Education and training to care home staff and greater continuity of care	National guidance
Specialist Dental Services	Domiciliary service	Suspension of service	Suspended routine care and dental care on a domiciliary basis reduced to emergency care only to minimise contacts.	Social distancing	National guidance
Specialist Dental Services	Conscious sedation and GA services	Suspension of service	Suspended dental care under conscious sedation to minimise GA's on patients who may be in prodromal stage of Covid-19. All routine GA sedation services have been cancelled.	Social distancing	Local decision
Specialist Dental Services	Specialist dental care	Suspension of service	Cessation of all non-urgent dental care. Will only see patients with urgent dental care needs. Will defer all new patient referrals and telephone triage all patients providing advice where appropriate.	Social distancing	National guidance
Primary care	General practice	Change in pathway	Across Fareham, Gosport and South East Hants the Out of Hours and GP Extended Access site provision has been rationalised to align to hot and cold provision within primary care Green site - Portchester Health Centre Red site - Waterlooville Health Centre Red site - Forton Medical Centre, Gosport	Separate facilities for COVID suspected patients, and alignment to in hours primary care provision	National guidance

Community Services and Care Homes

Provider	Service Category	Impacted Service	Type of Change	Detail of Change	Rationale	Directive
IOW	Acute	Acute Therapies (Physio/SLT/OT)	Increase in service	Continuing to provide acute therapies input and further training carried out across wider team on respiratory physiotherapy to enhance skill set.	Social distancing	National guidance
IOW	Community Services	Podiatry	Increase in service	Moved to provision of life critical services only – continuing to provide urgent podiatry assessment and management and diabetic foot clinic . Teleconsultation being used where possible to further shield patients.	Social distancing	Local decision
IOW	Community Services	Orthotics and Prosthetics	Service suspension	Moved to provision of life critical services only. Team supporting manufacture of PPE and also continuing to provide New Amputees support (including discharge support) and O&P Emergency repairs or provision.	Social distancing	National guidance
IOW	Community Services	Community Rehabilitation (inc. Neuro Rehab and Community Rehab Bedded care)	Change in pathway	Moved to provision of life critical services only – Continuing to provide telephone or on line consultations where necessary whilst capacity available (will be utilised to support discharge once pressure rises) Use of teleconsultation continues across service e.g. Teleswallowing for SLT. Provision continues in bedded care settings and review of flow continues to ensure continued capacity to support acute pressure throughout period of increased demand.	Change in elective services	Local decision

IOW	Community Services	Community Nursing	Reduction in service; change in access method	Moved to provision of life critical services only including but not limited to Insulin dependent diabetics, EOL palliative care, urgent catheter care, urgent medicines management, support for immunosuppressed Patients, urgent bladder & bowel care, IV Antibiotic Management . Ongoing work also includes reviews of all caseloads and care plans, additional training provision to carers and Care Homes to administer low level support to residents, implementation of telehealth and remote monitoring for patients where suitable and daily review of any deferred work.	Staffing pressures	National guidance
IOW	Community Services	Community Therapies (Physio/SLT/OT/MSK/Dietetics)	Change in pathway	Moved to provision of life critical services only – Continuing to provide telephone or on line consultations where necessary whilst capacity available (some of resource will be utilised to support discharge once pressure rises) . Urgent spinal MSK triage and urgent dietetics assessment & management continue where required.	Improve capacity Improve discharge coordination and efficiency	National guidance
IOW	Site Changes	Community Unit	Increase in service	Move of Community Unit which provides step down bed backed care supporting patients rehabilitation and confidence on discharge from hospital. Moved from St Marys site into community (Ryde Health and Well Being Centre).	Responsive to emerging need	National guidance
Solent	Community Services	Pulmonary Rehab Service	Increase in service	Cessation - Pulmonary group closed. Staff redeployed to other services. Cancelling all 1:1 pulmonary Rehabilitation assessment in Face to face setting.	Improve capacity Improve discharge coordination and efficiency	National guidance

Solent	Community Services	Podiatry Routine and Remote Care	Increase in service	Tip Toe service has ceased in full. Podiatry service - ceased walk in provision, moved to remote triaging and consultations. Domiciliary visits will be carried out on a risk based approach.	Social distancing	National guidance
Solent	Community Services	Respiratory Hub	Suspension of service	Long term conditions Hub Respiratory. Cessation of service. LTC nurse to work with home oxygen team.	Improve capacity Improve discharge coordination and efficiency	National guidance
Solent	Community Services	Speech and Language Therapy Service	Change in access method ; reduction in service	Stopping non-urgent referrals & outpatient activity. Team are prioritising those at risk. All activity in to nursing homes stopped but staff will support with telephone and virtual consultations.	Social distancing	Local decision based on national guidance
Solent	Community Services	Specialist Palliative Care Service	Reduction in service	Partial restriction to service with early palliative care clinic stopped.	Unknown	National guidance
Solent	Community Services	Stoma Care	Change in access method	Partial reduction to service with home visits for pre-op cancer patients carried out. Admin to contact patients prior to visit re Covid screening questions. Support UHS inpatients emergency pre and post ops to support discharge ASAP. Telephone consultation provided for all patients following discharge from UHS for initial 6-8 wks after surgery. Staff working remotely and carrying out video consultations where practical.	Remote working of staff / social distancing	National guidance

Solent	Community Services	Cardiac Service	Change in access method, change in pathway	Cessation - Cardiac Rehab 3 (CR3) F2F appointments ceased. Patients will be called by service once a week at the time they would normally be attending rehab to make sure they are well, discuss concerns and to provide support. GPSI clinics and CR2 to continue based on patient choice. CR2 can have telephone assessment and home visit should it be required.	Remote working of staff / social distancing	National guidance
Solent	Community Services	Bladder and Bowel Service	Change in access method	Cessation of service - All Bladder and bowel non essential services have ceased during the Covid-19 period. For those with complex needs, contact numbers will be provided. Southampton: Patients will be phoned in order to carryout assessments and reviews.	Remote working of staff / social distancing	National guidance
Solent	Community Services	Tissue Viability Team	Reduction in service	Vulnerable patients identified and clinic appointments cancelled. Home visits arranged for clusters of patients in the localities across the city. No further visits to nursing homes to reduce risk of cross infection. TVNs will carry out tele consultations and share photographs via email.	Remote working of staff / social distancing	National guidance
Solent	Community Services	Spasticity Services	Change in pathway	Cancelling all clinic appointment for Spasticity and Botox clinic during the Coronavirus Pandemic for those patients on caseload and waiting list - all clinic sessions closed.	Health risk	Local decision

Solent	Community Services	Diabetes Adult Specialist Nursing	Increase in service	Ceased delivery of DESMOND programme (with exclusion of activity within pilot LTC Hub) from 18/03/2020. Partial cessation and partial restriction to service from 27/03/2020 - Cancelling all group education sessions and non essential F2F consultations. The diabetes service will have team mobile for UHS diabetes service to refer patients to Solent diabetes service who are requiring discharge from UHS following a 'live event related to diabetes'. The diabetes service will assess and provide intervention to manage the patient within UHS and then follow up within the community setting.	Health risks	Local decision
Solent	Community Services	Admiral Nursing Memory café	Reduction in service	Closed memory café due to high risk patients.	Remote working of staff / social distancing	
Solent	Community Services	Harry Sotnick House	Reduction in service; change In access method	Provision of an additional 20 beds. The Portsmouth system (PCC/Solent) have been requested to open 20 additional beds within Harry Sotnick House. Solent have been asked to provide 5 RN's to support the additional bedded capacity	Remote working of staff / social distancing	
Solent	Community Services	Community Neuro Rehab and Assessments	Change in access method	Western Community Hospital service. Partial reduction of service. Closed all non essential services. Closed VRS with immediate effect. Selected services will provide telephone consultations rather than F2F.	Social distancing	National guidance
Solent	Community Services	Tuberculosis Service	Increase in service	Partial restriction to service - Increasing remote consultation and telephone triage.	Increase capacity	

Solent	Community Services	Community Nursing	Change in service	Closure of night OOH service from 20/03/2020 - Patients will be advised of self-care process. Partial reduction of service - Identify vulnerable patients with RAG rating of Red/High on caseload. Arrange home visits for treatment based on Red RAG rating. Reduced visits to care homes to prevent spread of disease. Nursing Team are supporting care homes to deliver non-complex wound care through training and observation and then follow up support through phone/virtual consultation. Fortnightly reviews of care plans to take place.	Reduction due to capacity	
Solent	Sexual Health	HIV services	Change of location of services	Changing face to face consultations to telephone consultations. Consultants to identify stable patients that can have their bloods postponed for up to 6 months. A text message will be sent to patients advising that their face to face appointment will be changed to a telephone appointment.	Social distancing	
Solent	Sexual Health	Termination of pregnancies	Change in access method/change in location	Continue with telephone triage and treatment where required. If no contra-indications – treatment for EMA will be postponed. Those with contra-indications or over 10 weeks gestation will be seen after telephone consultation. No BPAS staff running out of Andover at this time, so clients who need to be seen will be seen in either Southampton or Basingstoke.	Increased bed capacity	National guidance
Solent	Sexual Health	Level 3 promotion service	Change in access method	Ceased delivering group work with 1:1's completed over the phone. schools have closed but SHP are picking up vulnerable clients and continuing 121s via phone.	Social distancing	National guidance

Solent	Sexual Health	Level 3 Outreach service	Change in access method	Outreach nurses will no longer be delivering services in to schools and colleges. They will complete telephone triage before visiting anyone in their homes.	Social distancing	National guidance
Solent	Sexual Health	Level 3 Psychosexual counselling Service	Change in method of access	Therapists self-isolating if in vulnerable groups. Conducting therapeutic consultations by phone and/or video. Ceasing new assessments for psychosex clients in line with national guidance, thereby pausing new referrals. This will be 5 members of staff in total	Social distancing	National guidance
Solent	Sexual Health	Level 3 Spoke Clinics - various locations	Change in method of access	Phased closure of spokes clinics depending on staffing levels, assessed daily. Reduced activity into clinics in line with national guidance from BASHH and FSRH by changing all initial appointments to phone calls where patient is assessed and only patients meeting the national urgent criteria are invited into clinic. Patients with symptom of COVID-19, COVID-19 positive or symptomatic household members are unable to attend clinic for up to 14 days. If patients require treatment that cannot be postponed, will be reviewed by a doctor to assess clinical risk of delaying treatment by 14/7. Closure of 3 hour clinics at Royal South Hants hospital on Saturdays.	Social distancing	Local decision
Solent	Sexual Health	Service Treatment by Post	Change in method of access	Patients requiring treatment for Chlamydia, herpes or emergency contraception who are self-isolating, will be contacted by a doctor who will complete a full telephone consultation including risk assessment for under 18's and vulnerable adults and prescribe medication for the patient.	Social distancing	National guidance

Solent	Sexual Health	Level 3 Remote Patient Consultation	Change in method of access	IOW Local authority / Public Health funded service. All patients will now have an initial consultation via the phone either with a nurse or a doctor to reduce the amount of patients attending face to face appointments. The walk in model has ceased – all clients have to be invited into service- i.e. only if absolutely necessary	Social distancing	National guidance
Solent	Sexual Health	HIV services	Reduction in service	Changing face to face consultations to telephone consultations. Consultants to identify stable patients that can have their bloods postponed for up to 6 months. A text message will be sent to patients advising that their face to face appointment will be changed to a telephone appointment.	Social distancing	National guidance
Solent	Site changes	Assessment to Intervention	Reduction in service	Partial restriction. Change in management for A2i team to manage routine referrals differently- GP colleagues to be asked to delay non urgent referrals to wait until after the Covid 19 pandemic. Referrals will be more robustly screened and declined where it is felt assessments can wait. Telephone contact wherever possible rather than face to face, even for assessments. Will offer a route into services for GP's to ask questions or seek specialist advice without the need for patient assessment.	Remote working of staff / social distancing	National guidance
Solent	Site changes	MSK, Podiatry, GP Surgery, Tissue Viability - Southampton Services	Reduction in service; change in method of access	Adelaide Health Centre - Services will be temporarily displaced from the site: Southampton CCG services. Partial reduction of services - to facilitate increase in bed capacity in response to Covid-19.	Increase bed capacity and social distancing	National guidance

Solent	Site changes	Heart Failure Service	Reduction in service; change in method of access	Partial restriction - discontinue full service - Priority patients to continue to be seen for home visits. Each visit will be risk assessed as no PPE available. In addition can provide telephone support.		National guidance
Solent	Site changes	Home Oxygen Service	Reduction in service; change in method of access	Continue service in full as a priority. Routine activity ceased and focus on priorities. Reviews can occur both face to face and telephone.	Priority service review	National guidance
SHFT	Community Services	Rehabilitation	Change in method of access	Essential for discharge: The service has reduced in frequency based on national guidelines.		National guidance
SHFT	Community Services	Respiratory Services	Reduction in service; change in method of access	Routine appointments and routine home oxygen assessments cancelled, urgent o2 assessments continue. Spirometry and pulmonary function tests (PFT): This service has now ceased.	Social distancing	National guidance
SHFT	Community Services	Parkinson's Routine clinic	Increase in service	This service has stopped in line with national guidance.		National guidance
SHFT	Community Services	Blood Testing (Routine)	Change in service location	This service has stopped in line with national guidance.		Local decision
SHFT	Community Services	MS	Reduction in service	Reduced service continues with NHCCG - telephone service remains available for patients or professionals with queries.	Social distancing	Local decision
SHFT	Community Services	Vitamin B12 injections	Reduction in service	The service has reduced in frequency based on national guidelines.		National guidance
SHFT	Community Services	Heart Failure	Suspension of service	Face to face routine work cancelled.	Social distancing	National guidance
SHFT	Community Services	Wound Therapy Dressings	Reduction in service	The service has reduced in frequency based on national guidelines.		National guidance

SHFT	Community Services	Dietetic Clinics	Suspension of service	This service has stopped in line with national guidance. DESMOND patient group education stopped and nurses supporting care homes and ICTs with insulin administration.		National guidance
SHFT	Community Services	Diabetes Services	Reduction in service and change of access method	The diabetes service has moved to a single team across all sites to maintain a safe service. Group education is cancelled and the team are working on videos and webinars to replace this. The team is also updating its procedures regarding diabetes specialist nurses visiting people at home.	Social distancing	National guidance
SHFT	Community Services	Wound Clinics - routine	Suspension of service	This service has stopped in line with national guidance however self-care packs in relation to wound care will be given to all care home. Pressure Ulcer Panels: This service has stopped in line with national guidance.		National guidance
SHFT	Community Services	Continence Assessment	Suspension of service	This service, including urology and stoma, has stopped in line with national guidance.		National guidance
SHFT	Community Services	Nephrostomy	Reduction in service	Urinary tubes/bags care: The service has reduced in frequency based on national guidelines.		National guidance
SHFT	Community Services	Depot Injections	Reduction in service	For Prostag, Denusomab, Epoetin and Zoladex: The service has reduced in frequency based on national guidelines.		National guidance
SHFT	Community Services	Catheter Care	Reduction in service	The service has reduced in frequency based on national guidelines. PICC lines (peripherally inserted central catheter): The service has reduced in frequency based on national guidelines.		National guidance
SHFT	Community Services	Community Nursing	Reduction in service	Including Twilight and EPCT, P&SE: Reduced training, leg clinics stopped, caseload regularly reviewed.		local decision
SHFT	Community Services	Wheelchair Services	Reduction in service	The service has partially stopped, urgent work is continuing but routine has stopped.		National guidance

SHFT	Community Services	Continuing Health Care (NH Placements)	Suspension of service	This service has stopped in line with national guidance.		National guidance
SHFT	Community Services	Falls Assessment Clinics and Classes	Suspension of service	This service has stopped in line with national guidance.		National guidance
SHFT	Community Services	Medicine Or Dressing Deliveries	Suspension of service	This service has stopped in line with national guidance:		National guidance
SHFT	Community Services	Nursing Home Provision	Increase in service	Provision has increased	Support staffing pressures	National guidance
SHFT	Community Services	Pulmonary Rehabilitation	Suspension of service	This service has stopped in line with national guidance.		National guidance
SHFT	Community Services	QA Inreach	Increase in service; change in pathway	New discharge to assess process implemented, skeleton team working from QA rest in LAP at Fareham Reach	Support discharge	National guidance
SHFT	Community Services	Bowel care	Reduction in service	The service has reduced in frequency based on national guidelines.		National guidance
SHFT	Community Services	Leg Clinics	Suspension of service	Southern Health temporarily ceased leg clinics	Social distancing	National guidance
SHFT	Community Services	Falls	Reduction in service	Southern Health temporary reduction in service capacity for balance and safety classes and chronic condition management	Social distancing	National guidance
SHFT	Community Services	Community Diabetes	Suspension of service	Community diabetes DESMOND patient group education temporarily postponed	Social distancing	National guidance
SHFT	Community Services	Home Oxygen	Suspension of service	Routine appointments and routine home oxygen assessments temporarily postponed	Social distancing	National guidance
SHFT	Nursing Homes	Nursing Home Group Sessions	Suspension of service	Southern Health temporarily cease nursing home Forums/group sessions. Ceased intense and focused support to small number of Homes to broaden reach	Social distancing	National guidance

SHFT	Site Changes	Community Services	Change in location	Temporary relocation of Community HF and ICT services from Waterlooville Health Centre to Denmead and Havant Health Centre	Increase capacity	Local decision
NDPP	Community Services	Diabetes Prevention	Suspension of service	National Diabetes Prevention Programme temporarily paused until a digital model can be mobilised	Social distancing	National guidance
PSEH	Community Services	Nursing Homes	Increase in service	Temporary additional bedded capacity purchased in Wellington Vale, Greenbanks, Denmead Grange and Peel House Nursing / Rest homes	Increase capacity	Local decision
PSEH	Community Services	Nursing Homes	Increase in service	Temporarily re-open Woodcot Nursing home	Increase capacity	Local decision
PSEH	Community services	Community beds	Increase in service	Temporarily increase community bedded sites at Petersfield Community Hospital and Gosport War Memorial Hospital	Increase capacity	Local decision

Networked Care Services

Provider	Service Category	Impacted Service	Type of Change	Detail of Change	Rationale	Directive
IOW	Diagnostics	Diagnostic Imaging	Increase in service	Urgent/Cancer & Emergency Only	Social distancing	National guidance
IOW	Diagnostics	Phlebotomy	Increase in service	Urgent GP walk in Only Phlebotomy Ryde clinic- closed	Social distancing	Local decision
IOW	Diagnostics	Pathology	Service suspension	Urgent/Cancer & Emergency Only	Social distancing	National guidance
IOW	Diagnostics	Outpatient Services	Change in pathway	Urgent/Cancer & Emergency Only	Staffing pressure	Local decision
IOW	Diagnostics	Pathology	Reduction in service	Pathology St Mary's Hospital - Emergency Only		National guidance
IOW	Medical	Asthma & Allergy Services	Change in pathway	Relocated to GP surgery due to repurposing of normal location for urgent care. Reduced outpatient service, telephone clinics taking place instead of face to face clinics. Only carrying out emergency Xolair and immunotherapy interventions	Improve capacity Improve discharge coordination and efficiency	National guidance
IOW	Medical	Dermatology (Crocker Street)	Increase in service	Urgent appointments only Telephone or face to face where absolutely necessary	Responsive to emerging need	National guidance
IOW	Medical	Diabetes and Endocrinology - Diabetes Centre	Increase in service	Urgent Appointments only Telephone or face to face where absolutely necessary Foot clinic still taking place	Improve capacity Improve discharge coordination and efficiency	National guidance

IOW	Medical	Gastroenterology – Respiratory department (or Endoscopy)	Increase in service	Urgent appointments only (including appropriate endoscopies) Telephone or face to face where absolutely necessary		National guidance
IOW	Medical	Multiple Sclerosis – Diabetes Centre	Reduction in service change in access method	Urgent appointments only Telephone or face to face where absolutely necessary Disease modifying therapies taking place	Improve capacity Improve discharge coordination and efficiency	National guidance
IOW	Medical	Neurology – Respiratory department	Reduction in service change in access method	Urgent appointments only Telephone or face to face where absolutely necessary		Local decision based on national guidance
IOW	Medical	Osteoporosis – Respiratory department	Reduction in service change in access method	Urgent appointments only Telephone or face to face where absolutely necessary Urgent Infusions only		National guidance
IOW	Medical	Parkinsons	Change in access method	Urgent appointments only. Telephone or face to face where absolutely necessary Any patients who require support or advice can call the Parkinson Nurse Patient link with the neurologist regarding medication issues as GP's continuing to refer to Parkinsons Nurse for this	Remote working of staff / social distancing	National guidance
IOW	Medical	Rheumatology – Diabetes Centre	Change in access method, change in pathway	Urgent appointments only. Telephone or face to face where absolutely necessary Helpline available for prescriptions/advice Urgent infusions only	Remote working of staff / social distancing	National guidance

IOW	Surgical	Gynaecology	Change in access method	Routine face to face appointments ceased or switched to phone appointments if possible. Hysteroscopy, colposcopy and cancer outpatients continuing if in RCOG guidance.	Remote working of staff / social distancing	National guidance
IOW	Surgical	ENT Services	reduction in service change in access method	Reduced outpatient service, telephone clinics taking place instead of face to face clinics. Only carrying out emergency and selected cancer interventions.	Remote working of staff / social distancing	National guidance
IOW	Surgical	Maxillofacial	Change in pathway	Reduced outpatient service, telephone clinics taking place instead of face to face clinics. Only carrying out emergency and selected cancer interventions.	Health risk	Local decision
IOW	Surgical	Chronic Pain	Increase in service	Reduced outpatient service, telephone/ virtual clinics taking place instead of face to face clinics. No new patients being seen and all interventions have been cancelled.	Health risks	Local decision
IOW	Surgical	General Surgery	Reduction in service	Telephone and video link assessment appointments being undertaken as deemed appropriate by relevant clinician. Small percentage of Cancer Fast Track Surgery on a case per case basis. Ceased Endoscopy and Gastroscopy interventions and all other inpatient/daycase surgery.	Remote working of staff / social distancing	National guidance
IOW	Surgical	Orthopaedic Surgery	Reduction in service; change In access method	Urgent Trauma Surgery being undertaken as necessary, Fracture clinic appointments when deemed urgent undertaken face to face. Telephone assessments in place. All other non emergency Orthopaedic surgery has ceased.	Remote working of staff / social distancing	National guidance
IOW	Surgical	PAAU (Pre-assessment and Admission Unit)	Change in access method	Cancer Fast Track patient pre-assessments being undertaken as deemed clinically appropriate by admitting surgeon. Anaesthetic reviews as required for said patients. .	Social distancing	National guidance

IOW	Surgical	Urology	Increase in service	Telephone and video link assessment appointments being undertaken as deemed appropriate by relevant clinician. Small percentage of Cancer Fast Track Surgery on a case per case basis. Ceased Cystoscopy and straight to test interventions and all other inpatient/daycase surgery.	Increase capacity	
IOW	Surgical	Ophthalmology	Change in service	Telephone and video link assessment appointments being undertaken as deemed appropriate by relevant clinician. Urgent outpatients seen face to face following consultant triage. Emergency patients being seen as referred from ED. No elective surgery being undertaken. Sight-saving emergency surgery continuing. Macular injections continuing for high risk patients.	Social distancing	
UHS	Outpatients	Outpatients	Change of location of services	Outpatient services moved from f2f to telephone/video call	Social distancing	
UHS	Outpatients	Outpatients & Diagnostics	Change of Location	Services moved off site, Spire Southampton ISTC at RSH,Nuffield	Increased bed capacity	National guidance
UHS	Surgery	Elective Surgery	Change of Location	Services moved off site, Spire Southampton ISTC at RSH,Nuffield	Social distancing	National guidance
UHS	Inpatients	Inpatient Care	Change of Location	Services moved off site, ISTC at RSH,Nuffield	Social distancing	National guidance
UHS	Cancer	Cancer services	Change in method of access	Chemotherapy and day treatments provided from private facilities were possible	Social distancing	National guidance
UHS	Elective Surgery	Elective Surgery	Change in method of access	All elective surgery has been paused at SGH	Social distancing	Local decision

UHS	Outpatients	Face to face	Change in method of access	All face to face outpatient appointments have been paused at SGH	Social distancing	National guidance
UHS	Elective Surgery	Elective Surgery	Change in method of access	All elective surgery has been paused at Lymington	Social distancing	National guidance
HHFT	Maternity	Maternity Home Births	Reduction in service		Staffing pressure	National guidance
HHFT	Cancer Services	Haematology/Oncology	Reduction in service	Haematology / Oncology moved from BNHH and RHCH to Private Facility (Sarum Road, BMI)	Reduction of risk of infection for vulnerable patients	National guidance
HHFT	Cancer Services	Pseudomyxoma	Reduction in service; change in method of access	Pseudomyxoma moved to Wellington, London – 2 prioritised cases	Reduction of risk of infection for vulnerable patients	National guidance
HHFT	Cancer Services	Urgent and Cancer surgery	Reduction in service; change in method of access	Urgent and Cancer surgery managed through prioritisation panel and facilitated at DTC (BNHH) / Hampshire Clinic, BMI	Reduction of risk of infection for vulnerable patients and staffing pressures	National guidance
HHFT	Cancer Services	Breast Surgery	Reduction in service; change in method of access	Breast surgery from BNHH and RHCH moved to Sarum Rd (BMI)	Reduction of risk of infection for vulnerable patients	National guidance

Solent	Community services	MSK	Change in method of access	Partial reduction in services reduced face to face work - telephone triage and telephone appointments will be utilised. MSK and pain group work reduced. MSK diagnostics (via Inhealth) ceasing all non urgent diagnostic tests.		National guidance
Solent	Community services	Vasectomy procedures	Reduction in service; change in method of access	Vasectomy Service provided by Marie Stopes International within the IOWT - Vasectomy procedures have ceased from 24.03.2020. GPs will not forward referrals during the Covid-19 period	Social distancing	National guidance
Solent	Community services	Vasectomy procedures	Increase in service	Vasectomy Service, various locations including GP vasectomy providers / Southampton CCG service - Vasectomy procedures have ceased from 24.03.2020. GPs will not forward referrals during the Covid-19 period	Social distancing	National guidance
SHFT	Community Services	DEXA bone scanning	Change in service location	This service has stopped in line with national guidance.		National guidance
SHFT	Community Services	Diagnostics (Outpatient Routine)	Suspension of service	This service, i.e. 24 hour tapes, plain film x-ray, MRI, CT, ultra-scan, has stopped in line with national guidance.		National guidance
SHFT	Community Services	Endoscopy (Routine)	Suspension of service	This service has stopped in line with national guidance.		National guidance
SHFT	Community Services	Electro-Convulsive Therapy	Reduction in service	ECT has had to be reduced due to availability of Acute Trust staff and have moved to providing in Acute theatres for high risk patients	Staffing pressures	

SHFT	Community Services	Ultrasound Routine Appointments	Service suspension	These, including guided injections, have now stopped:	Prepare for redeployment of staff	Local decision to stop services - national guidance was to prioritise
SHFT	Community Services	Medical Outpatient Depts	Service suspension	This service, i.e. respiratory, cardiology, medical, ENT, has stopped in line with national guidance.		National guidance
SHFT	MSK	Orthopaedic Choice	Service suspension	This service, except urgent triage, has stopped in line with national guidance.		National guidance
SHFT	MSK	Outpatient Services (particularly MSK & Podiatry)	Change in discharge process	Patients who are cancelling and not wishing to reschedule are discharged on SOS (self-referral of symptoms) so that they can self-refer back into the service at any point over the next 12 months.	Social distancing	National guidance
SHFT	MSK	All MSK	Change in method of access	MSK services are currently only providing a telephone service and this is predominantly triage, advice and discharge.	Social distancing	National guidance
SHFT	Site Changes	Gastro Services Lymington	Service suspension	This service is now closed.	Social distancing	
SHFT	Site Changes	Rheumatology Services Lymington	Service suspension	This service is now closed.	Social distancing	
SHFT	Site Changes	MRI's Routine	Exclusion criteria for patient cohort	This service is being cancelled for those over 70 years old at Lymington	Social distancing	
PSEH	Community Services	MSK	Change in access method	Community MSK services temporarily providing telephone and triages service and postponing face to face activity	Social distancing	National guidance

PSEH	Elective	MSK	Change in access method	Introduction of MSK app for use by patients presenting to primary care	Social distancing	National guidance
PSEH	Diagnostics	Endoscopy	Increase in service	Temporary increase in service provision for endoscopy at CareUK	Increase capacity	
PSEH	Independant sector	Elective	Suspension of service	Temporary cessation of private activity at SPIRE in line with NHS IS contract		National guidance
PHT	Outpatients	Outpatient Appointments	Change in access method	New outpatient appointments to be conducted in QA temporarily by telephone for renal patients	Social distancing	National guidance
PHT	Diagnsotics	Chest X-ray	Change in access method	Temporarily move from walk in chest x-ray provision at QA to booked appointment only	Social distancing	National guidance
PHT	Diagnostics	Endoscopy	Reduction in service	Temporary reduction in number of endoscopy suites at QAH from 6 to 2	Social distancing	National guidance
PHT	Maternity Services	Maternity Services	Change in location	Temporarily relocate maternity service from Grange ward to Willow Ward - Petersfield Hospital	Increase capacity	Local decision
PHT	Diagnostics	Phlebotomy	Suspension of service and change in access method	Temporary closure of walk in Phlebotomy service at QA – booked appointments for patients with acute requirements and increase in service provision in community hubs for routine blood taking	Increase capacity	National guidance
PHT	Surgery	Elective surgery	Increase capacity	Temporary change in use of capacity at St Marys Treatment Centre to convert elective area to 44 step down beds	Increase capacity	Local decision
PHT	Surgery	Elective	Suspension of service and change in access method	Routine elective work temporarily stood down including outpatients, diagnostics and procedures – moved to virtual model where possible at specialty level		

PHT	Surgery	Gastro	Change in pathway	GPs asked to use A&G for Gastro patients with lower risk patients being managed in primary care with management plan following clinical triage		
PHT	Cancer Services	2WW Gastro	Change in pathway	All 2ww and urgent Gastro patients being contacted by phone temporarily to make appropriate clinical plan	Social distancing	
PHT	Surgery	ENT	Reduction in service	Only emergency and cancer care routinely being provided temporarily for ENT patients with extended advice and guidance service being offered for routine requests	Social distancing	
PHT	Surgery	Gastrology	Change in pathway	GPs asked to use A&G for Gastro patients with lower risk patients being managed in primary care with management plan following clinical triage	Social distancing	National guidance

Children and Young People

Provider	Impacted Service	Type of Change	Detail of Change	Rationale	Directive
IOW	Paediatric Services	Change in access method and reduction of service	Telephone & Video Link Assessment appointments being undertaken as deemed appropriate by relevant clinician. Shielded children being supported at home. No non urgent face to face appointments. Provision of 8:00-24:00, 7/7 urgent care in paediatric footprint.	Social distancing	National guidance
IOW	0-19 Services - Health Visiting, CHIS & School Nursing	Reduction in service	Moved to provision of life critical services only – continuing to provide duty helpdesk with phone and online consultation taking place to ensure continued support for families, safeguarding, birth visits and CHIS birth notifications in liaison with GP Practices, 6-8 week infant visits and immunisation continuing .	Staffing pressures / social distancing	Local decision
IOW	Children's Therapies (OT/Physio/SLT)	Reduction in service	Moved to provision of life critical services only – Continuing to provide telephone or on line consultations where necessary to support families, Paediatric ward discharge facilitation, Urgent assessment & Reviews (Inpatient & Community), and Urgent Paediatric Mental Health	Staffing pressures / social distancing	National guidance
Solent	Paediatric Therapies Services	Change in access method and reduction of service	Thornhill & Adelaide Health Centre - reduced service to 0-19 Service (Antenatal / Child clinics) - Reduction in face to face contacts. Telephone consultations offered as alternative.	Social distancing	National guidance

Solent	Antenatal/ Child Clinics	Reduction in service; change in access method; change in location	Reduced service to 0-19 Service (Antenatal / Child clinics) with reduction in face to face contacts. Plan to move some clinics from the QA Hospital to the Children's Development Centre at Battenburg	Social distancing	National guidance
Solent	Children and Families Service	Change in access method; reduction to service	Providing as much business as usual as possible using digital options/skype/phone etc. alongside face to face interventions where clinically indicated.	Improve capacity Improve discharge coordination and efficiency	National guidance
Solent	Health Visiting	Reduction in service; change in access method	Partial restrictions with increase in telephone contacts and use of technology to provide services remotely.	Remote working of staff / social distancing	National guidance
Solent	School Nursing	Suspension of service	School nursing service and school aged immunisations . Service cessation due to school closures. SAI are currently postponed whilst schools have closed and will be resumed post COVID response incorporating plans for catch up programmes.	Improve capacity Improve discharge coordination and efficiency	National guidance
Solent	Community Nursing Service	Reduction in service	Reduced service - All essential face to face clinical activity and interventions for children on CCN caseload or referred from PHT – will be assessed case by case and considered for either home visit or clinic appointment.		National guidance

Solent	CAMHS Psychiatry Jigsaw	Change in access and suspension of service	CAMHS care, eating disorders and behavioural resource services. Reduced CAMHS appointments with telephone consultations taking place. Duty cover will still be in place to escalate any young people that become unwell whilst waiting. Urgent care will still be offered. Stopping routine referrals.	Improve capacity Improve discharge coordination and efficiency	National guidance
Solent	Community Paediatric Medical Service	Reduction in service; change in access method; change in pathway	St James Hospital/Battenburg Clinic service - partial reduction of service - face to face clinical appointments for neurodevelopment/neurodisability (ND) will only be where clinically indicated for immediate management of clinical care. Telephone or skype consultations to be provided where possible. New referral criteria remains as at present, however, waiting lists managed according to RAG rating criteria. 8 EHCP assessments to be carried out by telephone and based on RAG priority cases. All review LAC and adoption appointments to be carried out by telephone.	Reduction due to capacity	Local decision based on national guidance
Solent	Coast	Suspension of service	Solent East COAST team in Partnership with NHS 111: temporary move to telephone, support, advice and guidance service only rather than face to face.	Social distancing	National guidance
SHFT	Child Health Clinics	Suspension of service	Child health clinics, community group baby clinics and group work have been suspended and staff have been redeployed (The ChatHealth service is open as usual). School Nursing has stopped and health visiting services are reduced.	Remote working of staff / social distancing	National guidance
SHFT	Maternity and Health Visiting	Reduction in service	A number of appointments and assessments have now been temporarily postponed; including booking appointments which are undertaken via phone	Remote working of staff / social distancing	National guidance

Homelessness

Provider	Service Category	Impacted Service	Type of Change	Detail of Change	Rationale	Directive
Local authorities	Housing allocations	Housing provision to prevent and reduce homelessness	Increase in service	Government 'everyone in' directive' meant HIOW local authorities sourcing c500 units of accommodation temporary accommodation to enable people self-isolate and move off the streets	Social distancing	National guidance
Local authorities	Housing advice	Housing advice to prevent and reduce new homelessness cases	Increase in service	Less face-to-face, more contact online/phone	Social distancing	Local decision
Support Providers	Housing / health advice	Visiting support, street outreach services, appointments to sustain people in accommodation & meet health & support needs	Service suspension	Less face-to-face, more contact online/phone	Social distancing	National guidance
Registered Providers	Housing allocations	Day to day letting of properties on hold / minimised	Change in pathway	Lettings only taking place when necessary re health, risk	Physical distancing	Local decision
Hostel providers	Housing allocations	Reduction in capacity where people normally share rooms	Reduction in service	Shared rooms now single occupancy	Physical distancing	National guidance
Hostel providers	Health & wellbeing	Allocation of washing facilities & management of food provision to reduce number of people sharing	Change in pathway	Designated washing and dining areas in hostels for residents	Improve capacity Improve discharge coordination and efficiency	National guidance
Acute Hospitals	Hospital discharge	Discharge hubs	Increase in service	Acute staff informed of need for communications with local authorities, hostel and support providers to plan safe and effective discharge	Responsive to emerging need	National guidance

Primary Care	Homeless health	Bespoke service offers in Portsmouth, Southampton & Winchester. Inconsistent across HIOW.	Increase in service	Partial restriction to service with reduced face to face care by increasing remote consultation and telephone triage. Face to face appointments only where required. Access to mobile phones is being mitigated by the provision of some phones to the most vulnerable individuals. Meant less access to health services.	Improve capacity Improve discharge coordination and efficiency	National guidance
Acute Hospitals	Hospital triage	Assessment of people experiencing homelessness on arrival at ED	Increase in service	Acute staff informed of need for communications with local authorities, hostel and support providers to ensure people not told to self-isolate when not achievable.	Physical distancing	National guidance
Primary Care	Find & test	COVID19 testing	increase in service	Provision of testing in hostels where people displaying COVID19 symptoms - new service	Improve capacity Improve discharge coordination and efficiency	National guidance
Southern / Solent	Mental health	Community offer being directed into hostels and temporary accommodation where required	increase in service	Supporting individuals to maintain accommodation offer / placement	Health, recovery & safety	Local decision based on national guidance
Inclusion	Substance misuse	Community offer being directed into hostels and temporary accommodation where required	increase in service	Supporting individuals to maintain accommodation offer / placement	Health, recovery & safety	National guidance
Day Centres	Day services	Provision of accessible drop in food, wellbeing, training, accommodation finding services across HIOW	Change in access method	Closure of services, reduction in face to face health interventions, support and food provision	Remote working of staff / social distancing	National guidance

Discharge

Provider	Service Category	Impacted Service	Type of Change	Detail of Change	Rationale	Directive
HCC	Community Services	In-Reach	Increase in service	In-reach across all acute settings withdrawn from hospital and working from Single Point of Access	Social distancing	National guidance
Hampshire multi-agency	Community Services	All community services	Increase in service	Single Point of Access: Multi-agency and multi-disciplinary team in place to drive discharge out of hospital using Discharge to Assess approach. New processes and SOP in place.	Social distancing	Local decision
Hampshire multi-agency	Acute	All community services	Service suspension	Change in referral process from acute into community via the single point of access	Social distancing	National guidance
HCC	Acute	Social work teams	Change in pathway	Hospital social work teams no longer working from acute sites, referrals via the single point of access	Social distancing	Local decision
Hampshire multi-agency	Community Services	All community services	Change in access method	SharePoint site accessible by all health and social care partners to enable sharing of patient data and oversight of delivery service	Support discharge	National guidance
Hampshire multi-agency	Community Services	All community services	Change in pathway	Discharge tracker database created to support management of patients through the discharge process, accessible by all organisations	Improve capacity Improve discharge coordination and efficiency	National guidance
Hampshire multi-agency	Acute	All community services	Increase in service	Referral form created for Single Point of Access referrals	Responsive to emerging need	National guidance
Hampshire multi-agency	Community Services	All community services	Increase in service	Suspension of funding panels - arrangements in place between HCC and CCG for funding under Covid	Improve capacity Improve discharge coordination and efficiency	National guidance

HCC	Nursing Homes	Reablement	Increase in service	In-house reablement bed capacity redirected to Single Point of Access	Support discharge	National guidance
Hampshire multi-agency	Nursing Homes	Nursing home provision	Increase in service	Continued winter provision where available and sourced extra capacity via CCGs	Improve capacity Improve discharge coordination and efficiency	National guidance
Hampshire multi-agency	Community Services	All community services	Change of location	Cross organisational executive lead appointed in each system to lead Single Point of Access model	Support discharge	Local decision based on national guidance
Hampshire multi-agency	Community Services	All community services	Change in access method	Interim leadership and management structure, roles and responsibilities for Single Point of Access	Support discharge	National guidance
Hampshire multi-agency	Acute	All community services	Change in access method	Twice daily virtual Single Point of Access Multi-disciplinary Team meetings enabling communication between acutes and community services	Remote working of staff / social distancing	National guidance
HCC	Community Services	Reablement	Change in access method, change in pathway	Key triage staff only accessing reablement hub	Remote working of staff / social distancing	National guidance
Hampshire multi-agency	Community Services	All community services	Change in access method	Single Point of Access operational 7 days per week 8am - 5pm	Remote working of staff / social distancing	National guidance
Hampshire multi-agency	Community Services	Community therapies	Increase in service	Therapy and physio in place 7 days per week	Remote working of staff / social distancing	National guidance

HCC	Community Services	All community services	Change in pathway	Equipment store working 7 days per week	Health risk	Local decision
CHC	Community Services	Continuing health care	Increase in service	Continuing health care staff transferred to discharge to access activity and providers	Health risks	Local decision
CHC	Community Services	Continuing health care	Reduction in service	Continuing health care assessments stood down	Remote working of staff / social distancing	
Hampshire multi-agency	Community Services	All community services	Reduction in service; change In access method	Additional bed capacity commissioned in Hotels	Remote working of staff / social distancing	
Hampshire multi-agency	Community Services	All community services	Change in access method	New process for referrals into interim hotel beds	Social distancing	National guidance
Hampshire multi-agency	Community Services	All community services	Increase in service	New homeless referral process	Increase capacity	
IOW	Community Services	Discharge out of Hospital	Change in service	Single Point of Access: Multi-agency and multi-disciplinary integrated team in place to drive discharge out of hospital using Discharge to Assess approach.	Hospital flow	
IOW	Community Services	Community Rapid Response	Change of location of services	Service will continue but with focus on non-COVID19 patients to support admission avoidance in conjunction with Primary Care. Also implemented use of Telehealth and remote monitoring.	Social distancing	
Solent	Community Services	Community Independence Service	Reduction in service	Stopped all non-essential activity - admission avoidance and early discharge support provided. Patient caseloads put on hold.	Increased bed capacity	National guidance
SHFT	Community Services	HC - fast track provision assessments	Reduction in service	The service has reduced in frequency based on national guidelines.	Social distancing	National guidance

SHFT	Community Services	Crisis and Home Treatment Team	Suspension of service	Day therapy stopped, contacts via video and telephone.	Social distancing	National guidance
SHFT	Community Services	ICT Admission and Palliative Care	Change in method of access	Increase ICT admission avoidance and Palliative Care	Social distancing	National guidance

