

Mobilisation of key clinical services

Analysis based on Mobilisation Plans and other Health Board data

June 2020

Introduction:

- On 31 May, the Scottish Government published *Re-mobilise, Recover, Re-design: the Framework for NHS Scotland*. The Framework sets out how NHS Boards will follow national and local clinical advice in order safely and gradually to prioritise resumption of some paused services over the coming weeks and beyond, while retaining sufficient capacity to deal with COVID-19.
- NHS Boards have now submitted their plans to safely and incrementally remobilise services which had been paused due to Covid-19, in the period to the end of July this year.
- This paper provides a headline summary of the position on a Board by Board basis, broken down into individual specialties.

Information shown on slides:

- The first slide details **plans for services** to the end of July and is based primarily on information provided by Health Boards in their mobilisation plans.
- The second slide covers services at **specialty level** since the beginning of June and is based primarily on weekly management information collated by Public Health Scotland.
- The final slide notes some **examples of innovations** which have taken place recently and are now being embedded into business as usual.

Important notes:

- Services are being mobilised on a **phased and clinically prioritised** basis.
- There will be a **phased and prioritised** recommencement of some **screening services** from 29 June, with final plans subject to Ministerial approval. The slide assumes that this approval will be in place.
- The extent to which Boards are able to return to **full service** is likely to be **restricted** by Covid related limitations such as physical distancing.
- The majority of activity relates to **urgent patients**, with a small number of non-urgent cases expected to recommence in the coming weeks. Where a service is ticked it does not necessarily imply a full resumption of all urgent and routine services.
- Activity in relation to both urgent and non-urgent patients is being supported by the embedding of innovations such as video consultations and patients should expect to see **new delivery methods** for many resumed services.
- Management information is not fully validated, but is sufficiently accurate to give an overview of activity.

Remobilisation of Services by Board

prior to end of July

	Inpatient (Urgent)	Outpatients (Urgent)	Outpatient Referrals (Urgent)	Cancer 31 day	Emergency Admissions	A&E Attendance	Dentistry (Urgent)	Dentistry (Routine)	Optometry (Urgent)	Optometry (Routine)	Pharmacy (Community)	Pharmacy (Pharmacy First)	Mental Health (CAMHS)	Mental Health (PT)	Mental Health (Emergency)	Diagnostics (CT)	Diagnostics (MRI)	Diagnostics (X-Ray)	Diagnostics (Ultrasound)	Diagnostics (Upper Endoscopy)	Diagnostics (Lower Endoscopy)	Diagnostics (Cystoscopy)	Diagnostics (Colonoscopy)	Maternity	Paediatrics (Urgent)	GP Services (Urgent)	GP Services (Digital)	GP Services (Routine Repeat)	GP Out of Hours	NHS 24	Ambulance Service	High Priority Screening (Bowel)	High Priority Screening (Cervical)	High Priority Screening (Breast)	High Priority Screening (AAA)			
Ayrshire & Arran	✓	✓	✓	✓	✓	✓	✓		✓		✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓		
Borders	✓	✓	✓	✓	✓	✓	✓		✓		✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	
Dumfries & Galloway	✓	✓	✓	✓	✓	✓	✓		✓		✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	
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Forth Valley	✓	✓	✓	✓	✓	✓	✓		✓		✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	
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Note: Pharmacy First is listed as “amber” because it will be launched at the end of July, with interim measures such as extended Minor Ailments Service in place in the interim.

Remobilisation of Services by Boards

by specialty since beginning of June

	Cardiology	Community Dental Practice	Dermatology	Diabetes	Ear, Nose & Throat (ENT)	Gastroenterology	General Surgery	GP Services (Urgent)	GP Services (Digital)	GP Services (Routine Repeat)	GP Out of Hours	Gynaecology	Mental Health (CAMHS)	Mental Health (PT)	Mental Health (Emergency)	Neorology	Neurosurgery	Ophthalmology	Orthodontics	Pain Management	Pharmacy	Respiratory Medicine	Rheumatology	Trauma & Orthopaedic Surgery	Urology	Vascular Surgery
Ayrshire & Arran	✓		✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓			✓		✓	✓	✓	✓	✓	✓	✓
Borders	✓		✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓			✓		✓	✓	✓	✓	✓	✓	✓
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Forth Valley	✓		✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓			✓		✓	✓	✓	✓	✓	✓	✓
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Greater Glasgow & Clyde	✓		✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓		✓	✓	✓	✓	✓	✓	✓
Highland	✓		✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓			✓		✓	✓	✓	✓	✓	✓	✓
Lanarkshire	✓		✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓			✓			✓	✓	✓	✓	✓	✓
Lothian	✓		✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓		✓	✓	✓	✓	✓	✓	✓
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Shetland	✓		✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓		✓		✓	✓	✓	✓	✓	✓	
Tayside	✓		✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓		✓	✓	✓	✓	✓	✓	✓
Western Isles	✓		✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓			✓		✓	✓	✓	✓	✓	✓	

Notes: (i) Graphic shows a broad indicator of major specialties blended across inpatient, outpatient and day case activity;
(ii) where a service is not shown as having restarted, emergency service is available but not necessarily in the same Board area.

Building Innovation – Examples of Good Practice

Near Me Video Consultations

- Since the beginning of March, there has been **an increase from 300 to 14,000 per week** Near Me video consultations.
- Over 100k video consultations have been undertaken over a wide range of specialties. E.g. 21k consults across mental health
- Growth has also been demonstrated across a range of outpatient services, particularly paediatrics (5k), oncology (1.6k) and neurology (1.4k).

vCreate

- During the coronavirus pandemic, the secure video service was **expanded for use in a 9-day compressed roll-out** to all adult and neonatal ICUs across Scotland, to help keep families connected to their loved ones.
- Patients and family report that it has reduced anxiety and it can help improve staff morale.

Scottish Ambulance Service

- Advanced Practitioners in Urgent and Community Care (APs) aligned to a telephony/VC triage/teleconsultation role for selected clinical presentations; timely support to patients and a better understanding of clinical needs.
- The team is now **triaging around 10% of 999 demand**, with around **45%** of these patients managed without the need for a traditional ambulance response.

Discharge Patient Initiated Reviews

- NHS Borders have introduced Discharge Patient Initiated Reviews (PIR) which avoids patients attending unnecessary review appointments by discharging the patient with the option for them to opt-in back in directly to the service when support is needed.
- As a result, NHS Borders have **reduced** their return waiting list size **by 30%** from 6th April to 4th May.

Community Hubs & Assessment Centres

- COVID-19 hubs were established on 23 March to provide exclusive triage and face to face assessment of patients with symptoms away from GP Practices and out of hours services towards assessment centres, over 49 in operation.
- Between 23 March and 24 May, **63,472 people had a total of 75,976 consultations**

Active Clinical Referral Triage (ACRT)

- NHS Western Isles have introduced Active Clinical Referral Triage (ACRT) in recent months which supports enhanced vetting of new patient referrals ensuring patients are placed on the most appropriate pathway at the outset and don't wait in unnecessary queues for face to face appointments.
- As a result, during the COVID period, NHS Western Isles have optimised this process to further **reduce their outpatient waiting** which is now **half the size compared with January 2020.**