

<p align="center"><b>Health &amp; Adults Scrutiny Sub-Committee</b></p> <p align="center">Tuesday 30 November 2021</p>	 <p align="center"><b>TOWER HAMLETS</b></p>
<p><b>Report of:</b> Jackie O’Sullivan, Chief Executive of the Royal London Hospital, Barts Health NHS Trust</p>	<p><b>Classification:</b> Unrestricted</p>
<p align="center"><b>Restoring elective care and outpatient services at the Royal London Hospital and Barts Health NHS Trust</b></p>	

<p><b>Originating Officer(s)</b></p>	<p>Jackie O’Sullivan, Chief Executive of the Royal London Hospital, Barts Health NHS Trust  Kathriona Davison, Director of Operations and Transformation, The Royal London Hospital, Barts Health NHS Trust  Ralph Coulbeck, Group Director of Strategy, Barts Health NHS Trust  Stephen Edmondson, Consultant Cardiothoracic Surgeon and Chief of Surgery, Barts Health NHS Trust</p>
<p><b>Wards affected</b></p>	<p>All wards</p>

**REASONS FOR URGENCY**

The report was not published five clear days in advance of the meeting. This is due to the additional time required to review the report in order to provide the necessary clearances.

**Summary**

This report is an update on progress towards recovering elective care and outpatient services at the Royal London Hospital and Barts Health NHS Trust. It also covers the urgent response to dental provision in the London Borough of Tower Hamlets.

**Recommendations:**

The Health & Adults Scrutiny Sub-Committee is recommended to:

1. Give consideration to this briefing

## **1 REASONS FOR THE DECISIONS**

1.1 This is for information only.

## **2 ALTERNATIVE OPTIONS**

2.1 This is for information only.

## **3 DETAILS OF THE REPORT**

3.1 As a result of the ongoing pandemic we have seen a significant rise in patients waiting for elective outpatient and inpatient care at the Royal London Hospital and across Barts Health NHS Trust.

3.2 Since April 2021, we have been carefully yet speedily restoring patient services that were put on hold during the pandemic. This includes working closely with system partners across north east London and the independent sector to restore levels of service and reduce waiting times in elective surgery, outpatients, and other services. Detailed figures will be included in the appendix titled '*Update on progress towards recovering elective care and outpatient services at the Royal London Hospital and Barts Health NHS Trust*'.

3.3 We are monitoring activity to ensure that services are restored equitably, whilst balancing the need for staff rest and recovery.

3.4 We prioritise patients by the urgency of treatment they require, and the average wait for those needing urgent surgery has reduced significantly.

3.5 In September 2021, the number of patients who were waiting up to one year (52 weeks) for surgery was 8,980. This is a reduction of around 45% from the peak volume we experienced earlier in the year.

3.6 To reduce our non-urgent elective surgery and outpatient appointment waiting lists, we have:

- Established new surgical hubs to treat high-volume, low-complexity cases in the specialities that have the largest waiting lists. These hubs are now open for business and are treating patients.
- Held more outpatients clinics remotely through video and telephone consultations, where appropriate. There has been good uptake and positive feedback from patients for these virtual clinics.
- Introduced 'Super Saturday' clinics, meaning our capacity to see these patients is increased, thanks to more staff working on Saturdays.

- Launched '**Project Tooth Fairy**' in October at the Royal London Hospital. This provides three additional procedure rooms for paediatric dentistry, the specialty that has the most patients who have been waiting up to two years for surgery.
  - Ensured that additional Ear, Nose and Throat (ENT) consultants are available across the Trust.
  - Secured independent sector capacity in the short term, using our clinicians, but within private premises. We have also been exploring options for mutual aid in specialties with particular capacity challenges.
  - Worked with primary care to manage referrals and the optimisation of capacity across the Trust. We have also provided additional advice and guidance to support GP colleagues and manage patient expectations.
  - Partnered with Communitas, an NHS provider of specialist community services, to triage and reduce the backlog of ENT patients who are waiting for an outpatients appointment. This will result in approximately 4,000 patients being transferred to this new pathway.
- 3.7 We are regularly communicating the measures in place across the Trust to ensure people know what they can expect when they come to our hospitals.
- 3.8 At the Royal London Hospital and Barts Health NHS Trust, we will continue to be flexible over the coming months, particularly as we enter winter and its associated pressures, ready to adjust to changing circumstances as we have been doing over the last 18 months.

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## **Linked Reports, Appendices and Background Documents**

### **Linked Report**

- NONE

### **Appendices**

- Update on progress towards recovering elective care and outpatient services at the Royal London Hospital and Barts Health NHS Trust (**Presentation – tabled**)

### **Background Documents – Local Authorities (Executive Arrangements)(Access to Information)(England) Regulations 2012**

- NONE

### **Officer contact details for documents:**

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