

## Changes to local hospital services due to Covid-19

**Current version: v07.5, Correct as of 22nd April 2020. Please disregard previous versions.**

Your local NHS is working hard to tackle the ongoing COVID-19 situation. However, in order to ensure we are doing everything we can to protect our population, our staff and our NHS, and ensure we have enough staff where they're needed most, we have had to make some difficult decisions about our non-urgent services, including cancelling appointments or temporarily closing services.

**Please note: all providers are committed to contacting patients affected by these temporary service changes and you do not need to contact the hospital booking officers unless it is urgent.**

Below is a list of services currently affected at each of our providers. Please note, changes are happening rapidly in order to best support the NHS and local population.

### Coventry and Warwickshire Partnership Trust

***Includes: community services, mental health services and learning disability and autism services.***

Service Area	Impact
<b>Child and adolescent mental health services CAMHS (Tier 3.5/Crisis/Home Treatment)</b>	There will be a clinician available from 8am-8pm on weekdays and from 10am-6pm at weekends. However, the service is no longer admitting children and young people via A & E who do not have a medical requirement and they will be seen or contacted in their own homes instead.
<b>Core CAMHS Mental Health Service</b>	For non-critical and routine cases, contact will be maintained via the Navigation Hub and individuals will be redirected as appropriate.
<b>Eating Disorders</b>	Non-critical and routine cases will be diverted to an appropriate community-based Integrated Practice Unit (IPU). If a case is considered priority or critical, the individual will be seen by the service.
<b>Mental Health Support Teams</b>	This service will be seeing fewer children than it would normally, due to changes at schools. However, schools will still be supported where necessary.
<b>Primary Mental Health Team</b>	This service will be seeing fewer children than it would normally. Each case will be reviewed and redirected as appropriate, in order to provide appropriate support.

<b>Audiology, Immunisations and Vaccinations</b>	<p>These services will no longer be available during this time. This is due to the need for support in higher-priority areas.</p>
<b>Children's Community Nurses</b>	<p>Each case will be assessed and prioritised on an individual basis. However, end-of-life care and complex physical needs support is will carry on as normal.</p>
<b>Looked After Children</b>	<p>This service will be seeing fewer children for routine or non-critical cases than it would normally. We have taken steps to minimise the impact for at-risk children and the service is accepting referrals and prioritising for those children who need Initial Health Assessments.</p>
<b>Children's Physiotherapy and Occupational Therapy – Children's</b>	<p>All routine appointments have been reduced. This is due to the need for support in higher-priority areas. We are still triaging urgent referrals and prioritising these accordingly.</p>
<b>Children's Respite Service</b>	<p>The Birches has been closed temporarily.</p>
<b>Community Neurological Rehabilitation and Early Support Discharge</b>	<p>These services will continue to support those who are discharged from hospital.</p>
<b>Community Paediatrics</b>	<p>This service will be seeing fewer cases than it would normally and cases seen will be based on clinical need and urgency such as Non Accidental Injury.</p>
<b>Coventry Musculoskeletal Service</b>	<p>Initial assessment and triage of patients will be carried out by telephone. Urgent care will be provided as usual.</p>
<b>Dermatology, Ear ,Nose and Throat (ENT), Gynaecology, Ophthalmology and routine Podiatry Services</b>	<p>These services will be seeing fewer cases than they would usually. Podiatry will now see all clinic patients at home.</p>
<b>Out of Hospital Services</b>	<ul style="list-style-type: none"> <li>• Place-based Teams have moved to one hub in Coventry for all out of hospital activity.</li> <li>• Phlebotomy cases will be prioritised based on clinical need.</li> <li>• Tissue viability – all required appointments will now take place at the individual's home.</li> <li>• Continence – patients will be triaged via telephone and, if required, offered telephone assessments /follow ups as an alternative option. The Continence Shop will now run on a weekly basis.</li> <li>• Urgent Therapy and Nursing – this service will be maintained to avoid hospital admissions.</li> </ul>
<b>Routine Dental Service</b>	<p>This routine service is no longer available during this time. This is</p>

	due to the need for support in higher-priority areas. We are still providing an urgent dental service.
<b>Routine Speech Therapy –Children</b>	All activity will be redirected elsewhere and appointments will be rescheduled where appropriate. This is due to the need for support in higher-priority areas.
<b>Sexual Health Service</b>	This service will see fewer cases than it normally does. Urgent Sexual Health Services, such as HIV support, will continue. The service is looking into digital solutions, like video calling, as a potential way of seeing cases during this time.
<b>Specialist Palliative Care Team</b>	This service will continue to support those who are discharged from hospital.
<b>Specialist School Nurses</b>	Cases will be prioritised on an individual basis.
<b>Surgery</b>	This service will be seeing fewer patients than it usually does, with the potential to reschedule appointments where appropriate.
<b>Wheelchair Service</b>	Appointments will be rescheduled where appropriate. A repair service for critical cases will be maintained.
<b>Learning Disability and Autism Services</b>	<ul style="list-style-type: none"> <li>• The services are reducing visiting and encouraging patients to keep in touch with families and friends through phones and iPads, which they are providing for those who do not have one.</li> <li>• Community Adult Teams will be seeing fewer cases than they would normally, with cases prioritised on an individual basis and appointments rescheduled where appropriate.</li> <li>• Neurological community services will be seeing fewer cases than they would normally.</li> <li>• Adult Diagnostic Services, Children’s Diagnostic Services and Warwickshire pre-school service – these services will no longer be available during this time. This is due to the need for support in higher-priority areas.</li> <li>• Respite Children – this service will be seeing priority patients only.</li> </ul>
<b>Day Care – Acute Day Treatment</b>	This service will run as usual. However, Fennel Acute Day Treatment Service is closed and Oakwood Day Service is seeing fewer patients than it would usually. Oakwood and Crisis and Home Treatment Teams are being supported by staff working from home.
<b>Inpatient Service</b>	Admissions and Treatment, and PICU will continue to run as normal.

<b>Mental Health Community Services – 3-8</b>	<ul style="list-style-type: none"> <li>• The service will only be seeing emergency cases.</li> <li>• Other routine activity will be diverted to an appropriate Locality Hub.</li> <li>• Personality Disorder Service (Olive Tree) – to be assessed for impact.</li> </ul>
<b>Mental Health Community Services Community – 10-17</b>	<ul style="list-style-type: none"> <li>• The Early Intervention for Psychosis Service will be seeing fewer cases than it would normally.</li> <li>• All routine cases will be diverted to another appropriate Locality Hub.</li> </ul>
<b>Mental Health Community – 18-21</b>	<ul style="list-style-type: none"> <li>• Arden Memory Assessment Team and Dementia Team will be seeing fewer cases than they would normally.</li> <li>• All routine cases will be diverted to another appropriate Locality Hub.</li> </ul>
<b>Community –Community/ Outpatients Eating Disorders</b>	<p>Urgent cases will be prioritised. All group activity has stopped and, where needed, all routine support will be provided via telephone.</p>
<b>Community – Improving Access to Psychological Therapy Service (IAPT)</b>	<p>This service is currently looking into triaging patients and providing follow-up appointments via phone or rescheduling current appointments.</p>
<b>Community – Migrant Mental Health</b>	<p>This service will be seeing fewer patients than it usually does. Critically unwell patients will be diverted to Crisis.</p>
<b>Community – Midlands and East Veterans’ Service (MEVS)</b>	<p>This service will continue to run as normal via telephone. Cases will be diverted to Crisis and the Home Treatment Team, if necessary.</p>
<b>Community – Occupational Therapy, Physiotherapy, Psychology and Speech and Language Therapy.</b>	<ul style="list-style-type: none"> <li>• Inpatient Service will run as normal. However, some ward activities may be reduced.</li> <li>• Community Services will see fewer cases than normal. This is due to the need for support in higher-priority areas.</li> </ul>
<b>Urgent Care</b>	<ul style="list-style-type: none"> <li>• Arden Mental Health Liaison – All medically-fit patients will be transferred to the Psychiatric Clinical Decisions Unit for assessment from acute trusts.</li> <li>• Liaison and Diversion service – Will be seeing fewer cases than normal. The service will run for custody units only.</li> <li>• Street Triage – The service will run as normal. Any patients that need to be seen will be referred to Crisis.</li> </ul>

## George Eliot Hospital

Service	Impact
Urgent and emergency care (A&E)	All services operating as normal.
Elective surgery	Elective surgery is cancelled apart from urgent and cancer cases. A senior doctor is reviewing operating lists on a daily basis.
Outpatients	The majority of remaining outpatient clinics will be via telephone or video conferencing or stopped. We will only have face-to-face appointments by exception. Patients are being asked not to contact the booking office unless its urgent – we will contact them.
Community dental services	Operating a reduced service. Service is contacting patients and only inviting patients in if they need urgent treatment.
Sexual health clinics (across Warwickshire)	In response to the Coronavirus (Covid-19) outbreak we are no longer providing walk-in clinics. Appointments are only available after telephone assessment. Please telephone 0300 123 6644 and select the service closest to the area where you live. We will assess your needs and advise accordingly.  If it is advised that you should attend a clinic, an appointment will be made for you. More details and also info about online tests here <a href="http://www.sexualhealthwarwickshire.nhs.uk">www.sexualhealthwarwickshire.nhs.uk</a>
Visiting	All visiting has now stopped except on compassionate grounds as agreed with individual ward managers before a visit.
Parking	All parking is currently free

## South Warwickshire NHS Foundation Trust

***Includes: Warwick Hospital, Leamington Spa Hospital, Stratford Hospital, Ellen Badger Hospital and Community services across Warwickshire***

Service	Impact
Urgent and emergency	All urgent and emergency services operating as normal from Warwick Hospital.  The First Aid centre at Ellen Badger Hospital and The Minor Injuries Unit at Stratford Hospital is closed in order to redeploy staff to help combat the current pressures caused by the Covid-19 pandemic.  We are urging people to only visit Warwick Hospital to access minor

	injuries services after first trying NHS 111, pharmacies and GP services.
<b>Elective surgery</b>	Following National Guidance Elective patients have been cancelled apart from urgent and cancer cases.
<b>Ophthalmology Services</b>	Ophthalmology services from Warwick Hospital have moved to Stratford Hospital.
<b>Cancer Services</b>	<p>The urgent treatment of patients with cancer has continued and has been provided from Covid-free locations. These locations include the new Stratford hospital building the Nuffield Hospital in Leamington and the BMI Meriden in Coventry.</p> <p>Please note cancer services provided at the Aylesford Unit (Warwick) are now being provided out of the Rigby Unit (Stratford upon Avon) Hospital.</p>
<b>Maternity Services</b>	<p>For maternity information please visit our website:</p> <p><a href="https://www.swft.nhs.uk/our-services/adult-hospital-services/maternity">https://www.swft.nhs.uk/our-services/adult-hospital-services/maternity</a></p>
<b>Outpatients</b>	All routine non-urgent urgent patients are being reviewed and appointments cancelled as per the National Guidance, where safe to do so. This excludes cancer. Cancer patient treatments are being prioritised as per national guidance. Wherever possible appointments are offered virtually.
<b>Community Services across Warwickshire</b>	All non-routine appointments will be cancelled.
<b>Visiting</b>	Unfortunately, due to the coronavirus pandemic we have had to stop all visiting to our hospitals, except on compassionate grounds which

	<p>should be discussed with the ward. Please attend all planned appointments alone, apart from on parental grounds.</p> <p>We would encourage families to use alternative ways to keep in touch with their friends and relatives, through Skype and telephone calls.</p>
<b>Parking</b>	All parking is currently free.
<b>Communication</b>	All patients affected will be contacted, telephone messages will be left with numbers to contact for your appointment.

## University Hospitals Coventry and Warwickshire NHS Trust

*Includes: University Hospital, St. Cross Hospital Rugby, Coventry Urgent Treatment Centre*

Service	Impact
<b>Urgent and emergency</b>	<p>Urgent and emergency are no longer treating minor injuries or illnesses in adults (16+)</p> <p>All other emergency services, including paediatrics, are open as normal.</p> <p>For minor injuries and illnesses, visit the Coventry Urgent Treatment Centre or Rugby Urgent Treatment Centre.</p>
<b>Elective surgery</b>	All routine non-urgent urgent patients are being reviewed and appointments cancelled as per the National Guidance, where safe to do so. This excludes cancer. Cancer patient treatments are being prioritised as per national guidance.
<b>Outpatients</b>	<p>We have stood down a range of outpatient clinics, and are now delivering over 50% of outpatient consultations virtually using telephone and digital. We have introduced community-based clinics for those patients who are urgent and need to be seen face to face.</p> <p><b>2 Week Wait Referrals</b> ALL 2 week wait referrals will be accepted. Referrals are being triaged and telephone appointments offered whenever possible.</p> <p><b>All Appointment Cancellations</b> We are keeping a record of all appointments that have been cancelled (including those on the NHS eReferral Service). We will rebook patients into either virtual or face to face appointments via our booking team. We do not expect patients who have been cancelled by the hospital to be re-referred. We have texted all patients that had an appointment booked, asking them not to attend the hospital and to confirm we will be in contact with them by phone.</p>

	<p>We are currently working with primary care colleagues to review how we can support the management of routine referrals and communication will be sent out in due course.</p>
<b>Imaging department (X-rays etc)</b>	<p>There is no direct access/walk in X-ray service, patients will only be referred in urgent and emergency cases and all imaging referrals will be triaged by a consultant Radiologist and booked in for an appointment as required.</p>
<b>New referrals via the electronic referral system</b>	<p>Local GPs are now unable to book automatically into outpatient appointments. All new referrals will go into a review list and be triaged by a clinician and specialist.</p> <p>Telephone appointments will be arranged where appropriate and where urgent, a face to face appointment will be offered.</p> <p>Some patients may be referred back to their GP if they are deemed non-urgent.</p>
<b>Parking</b>	<p>Car parking charges still apply</p>