

## RHEUMATOLOGY SPECIALTY

RHEUM 17 weeks	Total on PTL <i>Needing to be seen</i>	Capacity	Month	ACH	BBH	CAH	DHH	STH	Total	Comments
	0	8	Nov		+8	0			+8	
	78	60	Dec		+14	-32			-18	Cah capacity may change as NWL capacity only estimated
TOTAL									-10	
RHEUM 15 weeks										
TOTAL										

OUTSTANDING TRIAGE/NEW URGENTS/URGENT REVIEWS  
Nov 2011

CONSULTANT	SPECIALTY	SITE	TRIAGE	NEW URGENT (NU)	URGENT REVIEW (UR)
General	Rheumatology		0	0	N/A
Dr Liggett		BBPC	0	0	2 (earliest d/r Nov 11)
Dr Lee		BBPC	0	0	0
Dr Maiden		BBPC	0	0	0
Dr Maiden		CAH	0	0	0
Dr Liggett		CAH	0	0	4 (earliest d/r Nov 11)
Dr Lee		CAH	0	0	0
Dr Baird		STH	0	0	0

# Demand Capacity Analysis

WIT-22502

Month: Source of Information: Ref & Booking Centre, PAS & PTL

Date Prepared: Prepared by: Referral & Booking Centre

BREAST	Total on PTL <i>Needing to be seen</i>	Capacity	Month	ACH	BBH	CAH	DHH	STH	Total	Comments
	3	33	NOV			+30			+30	
	54	93	DEC			+39			+39	
Total	57	126				+69			+69	

## OUTSTANDING TRIAGE/NEW URGENTS/URGENT REVIEWS

CONSULTANT	SPECIALTY	SITE	TRIAGE	NEW URGENT (NU)	URGENT REVIEW (UR)
Ms Sloan	Breast	CAH	0	16 (20.10.11)	0
Mr Gilpin	Breast	CAH	0	0	0
Mr Gilpin	Breast F/H	DHH	0	0	0
Mr Gilpin	BSUR	DHH	0	0	1 (08/11)

BREAST FAMILY HISTORY	Total on PTL <i>Needing to be seen</i>	Capacity	Month	ACH	BBH	CAH	DHH	STH	Total	Comments
			Nov/Dec				Ok		Ok	
Total										

## PAIN

WIT-22503

Pain 9 weeks	Total on PTL <i>Needing to be seen</i>	Capacity	Month	ACH	BBH	CAH	DHH	STH	Total	Comments
	0	19	Nov			+4	+13	+2	+19	
	111	109	Dec			+1	+4	-7	-2	
Total									+17	
Pain 13 weeks	Total on PTL <i>Needing to be seen</i>	Capacity	Month	ACH	BBH	CAH	DHH	STH	Total	Comments
Total										

OUTSTANDING TRIAGE/NEW URGENTS/URGENT REVIEWS  
Nov 2011

CONSULTANT	SPECIALTY	SITE	TRIAGE	NEW URGENT (NU)	URGENT REVIEW (UR)
Dr McConaghy	Pain	CAH	0	0	0
Dr Sobocinski	Pain	CAH	0	0	4 (earliest d/r Oct 11)
Dr McMullan	Pain	CAH	0	0	0
Dr McMullan	Pain	DHH	0	0	0
Dr McConaghy	Pain	DHH	0	0	0
Dr McConaghy	Pain	STH	0	0	0

Haem	Total on PTL <i>Needing to be seen</i>	Capacity	Month	ACH	BBH	CAH	DHH	STH	Total	Comments
	0	0	Nov				0	0	0	
	10	1	Dec				-9	0	-9	
Total									-9	

OUTSTANDING TRIAGE/NEW URGENTS/URGENT REVIEWS  
Nov 2011

CONSULTANT	SPECIALTY	SITE	TRIAGE	NEW URGENT (NU)	URGENT REVIEW (UR)
Dr Hull	Haem	DHH	0	0	0
		STH	0	0	0

Lipids	Total on PTL <i>Needing to be seen</i>		Month	ACH	BBH	CAH	DHH	STH	Total	Comments
	0	0	Nov		0	0			0	
	3	9	Dec		+8	-2			+6	
Total									+6	

OUTSTANDING TRIAGE/NEW URGENTS/URGENT REVIEWS  
– Nov 2011

CONSULTANT	SPECIALTY	SITE	TRIAGE	NEW URGENT (NU)	URGENT REVIEW (UR)
Dr Sharpe	Lipids	CAH	0	0	0

Thoracic Surgery	Total on PTL <i>Needing to be seen</i>	Capacity	Month	ACH	BBH	CAH	DHH	STH	Total	Comments
	0	0	Nov				0		0	
	0	0	Dec				0		0	
Total									0	

## Demand Capacity Analysis - GYNAE

Month: Nov - Dec 2011

Source of Information: Ref &amp; Booking Centre, PAS &amp; PTL

Date Prepared: 10 Nov 2011

Prepared by: Referral &amp; Booking Centre

COLPOSCOPY	Total on PTL <i>Needing to be seen</i>	Capacity	Month	ACH	BBH	CAH	DHH	STH	Total	Comments
9 weeks	54	11	Nov			-41	-2		-43	Nov figure changed due to template changes. New consultant does not start until 21/11/11 and <b>Dr Currie's clinics have not started</b> therefore shortfall is higher than prev anticipated.
	120	44	Dec			-88	+12		-76	
Total									-119	
13 weeks	2	11	Nov			-1	+10		+9	Nov figure changed due to template changes. New consultant does not start until 21/11/11 and <b>Dr Currie's clinics have not started</b>
	65	44	Dec			-45	+24		-21	
Total									-12	

## GYNAE SPECIALTY

GYNAE	Total on PTL <i>Needing to be seen</i>	Capacity	Month	ACH	BBH	CAH	DHH	STH	Total	Comments
9 weeks	573	91	Nov	-20	-2	-229 -44 fert	-45	-142	-438 -44 fert	Nov figure changed due to template changes. New consultant does not start until 21/11/11.
	675	344	Dec	-25	+3	-141 -18 fert	-56	-94	-313 -18 fert	
Total									-751 -62 fert	
13 weeks	237	91	Nov	+5	-1	-81 -8 fert	+9	-70	-138 -8 fert	Nov figure changed due to template changes. New consultant does not start until 21/11/11.
	454	344	Dec	-15	+8	-64 -19 fert	+37	-57	-91 -19 fert	
Total									-229 -27 fert	

MENOPAUSE	Total on PTL <i>Needing to be seen</i>	Capacity	Month	ACH	BBH	CAH	DHH	STH	Total	Comments
9 weeks	0	0	Nov				0		0	
	3	0	Dec				-3		-3	
Total									-3	
13 weeks	0	0	Nov				0		0	
	0	0	Dec				0		0	
Total									0	

## URODYNAMICS SPECIALTY

URODYN	Total on PTL <i>Needing to be seen</i>	Capacity	Month	ACH	BBH	CAH	DHH	STH	Total	Comments
9 weeks	1	0	Nov				-1		-1	
	41	15	Dec				-26		-26	
Total									-27	
13 weeks	0	0	Nov				0		0	
	2	15	Dec				+13		+13	
Total									+13	

## OUTSTANDING TRIAGE/NEW URGENTS/URGENT REVIEWS

– Nov 2011 (incl all NU currently on waiting lists)

CONSULTANT	SPECIALTY	SITE	TRIAGE	NEW URGENT (NU)	URGENT REVIEW (UR)
Dr Shahid	Colp	CAH	0	1 earliest op reg 17/10/11	16 earliest d/r 10/11
Dr Sidhu		CAH	0	1 earliest op reg 08/09/11	13 earliest d/r 10/11
Dr Currie		CAH	0	0	0
Un-named		CAH	6 earliest op reg 26/10/11	36 earliest op reg 27/09/11	n/a
<b>Mr O'Hare</b>		DHH	0	0	7 earliest d/r 10/11
Dr McKinney		DHH	1 earliest op reg 26/10/11	2 earliest op reg 11/10/11	1 earliest d/r 10/11
Un-named		DHH	7 earliest op reg 04/11/11	3 earliest op reg 04/11/11	n/a

## OUTSTANDING TRIAGE/NEW URGENTS/URGENT REVIEWS

– Nov 2011 (incl all NU currently on waiting lists)

CONSULTANT	SPECIALTY	SITE	TRIAGE	NEW URGENT (NU)	URGENT REVIEW (UR)
Dr Currie	Gynae	ACH	0	0	1 earliest d/r 11/11
Un-named		ACH	7 earliest op reg 07/11/11	6 earliest op reg 12/10/11	n/a
Dr Adams		CAH	0	0	4 earliest d/r 11/11
Dr Shahid			1 earliest op reg 05/10/11	0	2 earliest d/r 11/11
Dr McCormick			1 earliest op reg 14/10/11	2 earliest op reg 03/10/11	0
Dr Currie			1 earliest op reg 23/09/11	2 earliest op reg 30/09/11	3 earliest d/r 11/11
Dr McCracken			1 earliest op reg 07/11/11	8 earliest op reg 04/10/11	4 earliest d/r 11/11
Dr Sidhu			2 earliest op reg 20/10/11	2 earliest op reg 07/11/11	2 earliest d/r 11/11
Un-named		CAH	24 earliest op reg 03/10/11	52 earliest op reg 16/09/11	n/a
Mr Sim		BBH	2 earliest op reg 08/11/11	0	2 earliest d/r 11/11
Mr Wheeler		DHH	3 earliest op reg 03/11/11	0	0
Dr McKinney			6 earliest op reg 11/10/11	2 earliest op reg 31/10/11	0
Dr Loane			2 earliest op reg 13/10/11	1 earliest op reg 04/11/11	0
<b>Mr O'Hare</b>			1 earliest op reg 08/11/11	0	0
Mr Sim			1 earliest op reg 14/10/11	0	0
Un-named		DHH	41 earliest op reg 07/10/11	7 earliest op reg 14/10/11	n/a
Dr Morsy		STH	1 earliest op reg 31/10/11	0	0
Un-named		STH	10 earliest op reg 28/09/11	18 earliest op reg 12/09/11	n/a

-----Original Message-----

From: Robinson, Katherine <[REDACTED]>

Sent: 01 June 2012 14:29

To: Adair, Loraine <[REDACTED]>; Burke, Mary

<[REDACTED]>; Carroll, Anita <[REDACTED]>;

Carroll, Ronan <[REDACTED]>; Clayton, Wendy

<[REDACTED]>; Conway, Barry

<[REDACTED]>; Corrigan, Martina

<[REDACTED]>; Devlin, Louise

<[REDACTED]>; Forde, Helen <[REDACTED]>;

Glenny, Sharon <[REDACTED]>; McAreavey, Lisa

<[REDACTED]>; McGeough, Mary

<[REDACTED]>; McStay, Patricia

<[REDACTED]>; McVey, Anne <[REDACTED]>;

Murray, Eileen <[REDACTED]>; Rankin, Gillian

<[REDACTED]>; Reid, Trudy <[REDACTED]>;

Richardson, Phyllis <[REDACTED]>; Trouton, Heather

<[REDACTED]>

Subject: Demand/Capacity/Triage/New Urgents

Please find attached demand/capacity analysis for May/June 2012.

If you have any queries please do not hesitate to contact me.

Regards and enjoy the long weekend!

K

# Demand Capacity Analysis - MEDICINE

WIT-22511

Month: MAY/JUNE

Source of Information: Ref & Booking Centre, PAS & PTL

Date Prepare 31/05/2012

Prepared by: Referral & Booking Centre

MEDICAL	Total on PTL <i>Needing to be seen</i>	Capacity	Month	ACH	BBH	CAH	DHH	KPC	STH	Total	Comments
	7	61	JUNE	0	0	+15	+44	0	0	+54	+26 SLOTS AVAIL JUNE DR MCGLEENON
					0						
Total	7	61								+54	

## OUTSTANDING TRIAGE/NEW URGENTS/URGENT REVIEW

CONSULTANT	SPECIALTY	SITE	TRIAGE	NEW URGENT (NU)	URGENT REVIEW (UR)
Dr McConnell	Medicine	CAH		0	0
Dr Ritchie					0
Dr Bradley			0	0	0
Dr McGleenon		DHH	3 O/C REF JUNE		0
Dr McCormick					0
Dr Duffin		EXTRA NR SLOTS GIVEN TO NOELENE FOR CARDIOLOGY			ALL OK

## GASTRO SPECIALTY

WIT-22512

GASTRO	Total on PTL <i>Needing to be seen</i>	Capacity	Month	ACH	BBH	CAH	DHH	STH	Total	Comments
	0	40	JUNE	+5	0	+24	+6	+5	+40	+16 REV SLOTS AVAIL JUNE DR C O'BRIEN
Total	0	40							+40	

## OUTSTANDING TRIAGE/NEW URGENTS/URGENT REVIEW

CONSULTANT	SPECIALTY	SITE	TRIAGE	NEW URGENT (NU)	URGENT REVIEW (UR)
Dr S Murphy	Gastro	DHH			0
<b>Dr C O'Brien</b>					0
Dr Gibbons		CAH			0
Dr P Murphy		CAH/STH			0
DR A MURDOCK					0 all rev selected

## ENDOCRINE SPECIALTY

ENDO CRINE	Total on PTL <i>Needing to be seen</i>	Capacity	Month	ACH	BBH	CAH	DHH	STH	Total	Comments
	3	0	MAY	0	0	0	-3	0	-3	
	9	1	JUNE	0	0	0	-8	0	-8	
Total	12	1							-11	1 OC referral added

## OUTSTANDING TRIAGE/NEW URGENTS/URGENT REVIEW

CONSULTANT	SPECIALTY	SITE	TRIAGE	NEW URGENT (NU)	URGENT REVIEW (UR)
DR G MAGEE	Endocrine	DHH		0	<b>REV'S ADDED LATE, ALSO DNA'S ADDED TO UR LIST</b>

## NEUROLOGY SPECIALTY

NEUROLOGY	Total on PTL <i>Needing to be seen</i>	Capacity	Month	ACH	BBH	CAH	DHH	STH	Total	Comments
	41	32	JUNE	0	0	-10	+1	0	-9	
Total	41	32							-9	

## OUTSTANDING TRIAGE/NEW URGENTS/URGENT REVIEWS

CONSULTANT	SPECIALTY	SITE	TRiage	NEW URGENT (NU)	URGENT REVIEW (UR)
Dr Forbes	Neurology	CAH			OK
Dr McKnight		CAH			
Dr Craig		DHH			ok

## DIABETIC SPECIALTY

WIT-22515

DIABETIC	Total on PTL <i>Needing to be seen</i>	Capacity	Month	ACH	BBH	CAH	DHH	KPC	STH	Total	Comments
	3	0	MAY	0	0	0	-3	0	0		MAY DHH WILL BE BKD INTO JUNE
	4	7	JUNE	-1	0	+3	+3	0	-2		<b>ACH/STH PAT'S</b> WILL BE BKD INTO CAH (CDB3)
									-		
Total	7	7		-1	0	+3	0	0	-2	0	Will be ok

## OUTSTANDING TRIAGE/NEW URGENTS/URGENT REVIEW

CONSULTANT	SPECIALTY	SITE	TRIAGE	NEW URGENT (NU)	URGENT REVIEW (UR)
Dr Ritchie	Diabetic	CAH/BBPC	1 NR NOT TRIAGED		0
Dr Sharpe		ACH/STH			0
Dr G Magee		DHH			REVS ADDED SHORT NOTICE, <b>ALSO DNA'S</b> ADDED

## DERMATOLOGY SPECIALTY

	Total on PTL <i>Needing to be seen</i>	Capacity	Month	ACH	BBH	CAH	DHH	STH	Total	Comments
DERM 19 Weeks	1	0	May	0		-1	0	0	-1	Waiting under 18 discharge
	5	98	June	0		+89	+5	-1	+93	
Total									+92	
ACNE 19 Weeks	4	0	May			-4			-4	
	42	0	June			-42			-42	
Total									-46	Jeanette Collins hopefully sorting with us.
ICATS 19 Weeks	0	0	May			0			0	
	8	12	June			+4			+4	
Total									+4	

OUTSTANDING TRIAGE/NEW URGENTS/URGENT REVIEWS  
May/June 2012

CONSULTANT	SPECIALTY	SITE	TRIAGE	NEW URGENT (NU)	URGENT REVIEW (UR)
Dr O'Hagan	Dermatology	ACH	0	0	2 (earliest d/r June 12)
Un-named		CAH	0	0	n/a
Dr O'Hagan		CAH	0	0	0
Dr Eedy		CAH	0	10 (longest waiter 21/5/12)	0
Dr Eedy		DHH	0	0	13 (earliest d/r June 12)
Dr O'Hagan		STH	0	5 (longest waiter 14/5/12)	17 (earliest d/r April 12 – upgraded)

## CARDIOLOGY SPECIALTY

CARDIOLOGY	Total on PTL <i>Needing to be seen</i>	Capacity	Month	ACH	BBH	CAH	DHH	STH	Total	Comments
	7	0	May				-5	-2	-7	
	28	40	June	-3	+2	+10	+5	-2	+12	11 patients to see Dr Morgan only
Total									+5	We think we are still slightly short for Dr <b>Morgan's</b> named referrals.

OUTSTANDING TRIAGE/NEW URGENTS/URGENT REVIEWS  
May/June 2012

CONSULTANT	SPECIALTY	SITE	TRiage	NEW URGENT (NU)	URGENT REVIEW (UR)
Dr Moriarty	Cardiology	ACH	0	3 (longest waiter 3/5/12)	14 (earliest d/r May 12)
Dr Flannery		BBH	n/a	2 (longest waiter 4/5/12)	0
Dr McClelland		CAH	0	3 (longest waiter 27/2 dna)	5 (earliest d/r March – because backlog clinic cancelled)
Dr McEneaney		CAH	0	5 (longest waiter 14/5/12)	2 (earliest d/r June)
Dr Flannery		CAH	0	11 (longest waiter 1/5/12)	3 (earliest d/r May 12)
Dr Menown		CAH	1 (longest waiter 6 weeks)	3 (longest waiter 9/5/12)	0
Dr Morgan		DHH	0	0	14 (earliest d/r March 12)
Dr Duffin		DHH	0	0	0
Dr McKeown		STH	n/a	5 (longest waiter 13/3/12 cna)	0

## RHEUMATOLOGY SPECIALTY

RHEUM 17 weeks	Total on PTL <i>Needing to be seen</i>	Capacity	Month	ACH	BBH	CAH	DHH	STH	Total	Comments
	0	0	May		0	0			0	
	71	8	June	0	-4	-59		0	-63	Dr Walker's Medical clinic will give us some more capacity here poss another 8 slots
TOTAL									-63	
RHEUM 15 weeks										
TOTAL										

OUTSTANDING TRIAGE/NEW URGENTS/URGENT REVIEWS  
May/June 2012

CONSULTANT	SPECIALTY	SITE	TRIAGE	NEW URGENT (NU)	URGENT REVIEW (UR)
General	Rheumatology		0	28 (longest waiter 12/3/12) upgraded	N/A
Dr Lee		BBPC	n/a	0	1 (earliest d/r June 12)
Dr Liggett		BBPC	n/a	0	1 (earliest d/r June 12)
Dr Maiden		BBPC	n/a	0	0
Dr Maiden		CAH	0	2 (longest waiter 11/5/12)	0
Dr Lee		CAH	0	2 (longest waiter 9/5/12)	4 (earliest d/r June 12)
Dr Liggett		CAH	0	4 (longest waiter 31/3/12 upgraded)	20 (earliest d/r April 12)
Dr Walker		STH	n/a	0	0

## THORACIC/RESPIRATORY SPECIALTY

Thoracic/ Respiratory	Total on PTL <i>Needing to be seen</i>	Capacity	Month	ACH	BBH	CAH	DHH	STH	Total	Comments
	26	0	May			-4	-21	-1	-26	
	101	13	June			-48	-17	-23	-88	
Total									-114	

OUTSTANDING TRIAGE/NEW URGENTS/URGENT REVIEWS  
May/June 2012

CONSULTANT	SPECIALTY	SITE	TRIAGE	NEW URGENT (NU)	URGENT REVIEW (UR)
General	Respiratory	CAH	0	2 (longest waiter 24/4/12)	n/a
Dr Convery	Respiratory	CAH	0	0	0
Dr John	Respiratory	CAH	0	0	6 (earliest d/r May 12 – clinic cancelled)
Dr Moan	Respiratory	DHH	0	0	12 (earliest d/r June 12)
Dr Convery	Respiratory	STH	0	0	0

## Demand Capacity Analysis – SURGERY

Month: May - June 2012

Source of Information: Ref &amp; Booking Centre, PAS &amp; PTL

Date Prepared: 31 May 2012

Prepared by: Referral &amp; Booking Centre

O/PAEDIC	Total on PTL Needing to be seen	Capacity	Month	Upper Limb	Lower Limb	Named	Total	Comments
17 WEEKS	49	0	May	-34	0	LW -11 RMcK -4	-49	
	78	11	June	-40	+4	LW -20 RMcK -11	-67	
Total				-74	+4	LW -31 RMcK -15	-116	

# OUTSTANDING NOT ON WAIT LIST/NEW URGENTS/URGENT REVIEWS – May/June 2012

CONSULTANT	SPECIALTY	SITE	NOT ON WAIT LIST	NEW URGENT (NU)	URGENT REVIEW (UR)
Mr J Bunn	Orthopaedics	CAH	3 (earliest OP Reg 16/04/12)	1 (earliest OP Reg 01/05/12)	57 (earliest D/R 04/2012)
Ms L Wilson			1 (earliest OP Reg 15/03/12)	2 (earliest OP Reg 03/04/12)	12 (earliest D/R 05/2012)
Mr B Mockford			1 (earliest OP Reg 20/03/12)	0	1 (earliest D/R 06/2012)
Mr S Patton			0	0	15 (earliest D/R 04/2012)
Mr M Murnaghan			0	0	0
Mr R McKeown			3 (earliest OP Reg 30/03/12)	0	34 (earliest D/R 05/2012)
Un-named			2 (earliest OP Reg 11/05/12)	3 (earliest OP Reg 06/04/12)	N/A

O/PAEDIC ICATS	Total on PTL <i>Needing to be seen</i>	Capacity	Month	GPSWI	Physio	Total not incl Podiatry		Podiatry	Comments
9 WEEKS	0	0	May	OK	OK	OK		OK	
	78	68	June	+11	-34	-23		+13	
Total						-23		+13	

## UROLOGY SPECIALTY 30/5/12

UROLOGY	Total on PTL <i>Needing to be seen</i>	Capacity	Month	ACH	BBH	CAH	DHH	STH	Total	Comments
9 weeks	69	0	MAY			-69			-69	
	105	12	JUNE			-93			-93	
Total	174	12				-162			-162	

## OUTSTANDING TRIAGE/NEW URGENTS/URGENT REVIEWS

CONSULTANT	SPECIALTY	SITE	TRIAGE	NEW URGENT (NU)	URGENT REVIEW (UR)
<b>Mr O'Brien</b>	Urology	CAH	2(8wks)	10 (02.04.12)	146 (09/11)
Mr Young		CAH	4(11wks)	4 (25.04.12)	60 (04/12)
Mr Akhtar		CAH	3(8wks)	2 (25.04.12)	32 (01/12)
<b>Mr O'Brien</b>		BBPC	0	0	6 (04/12) <b>U18 DIS</b>
<b>Mr O'Brien</b>		ACH	0	0	2 (04/12)
Mr Young		BBPC	0	0	4 (04/12)
Mr Young		ACH	NO MORE	N/A	N/A
Mr Akhtar		STH	0	0	0
Dr Rogers		CAH	0	N/A	N/A
GURO		CAH	5(12wks)	N/A	N/A

UROLOGY ICATS	Total on PTL <i>Needing to be seen</i>	Capacity	Month	ICGPUNDA	ICGPUPR2	ICSNURSA	ICSNULUP/ ICSNULUP5	Total	Comments
17 weeks	33	0	MAY	-3			-30	-33	
	45	1	JUNE	-17	-4		-23	-44	DR ROGERS CLINICS CANX –
									Personal information redacted by the USI
TOTAL	78	1		-20	-4		-53	-77	

## OUTSTANDING TRIAGE/NEW URGENTS/URGENT REVIEWS

CONSULTANT	SPECIALTY	SITE	TRiage	NEW URGENT (NU)	URGENT REVIEW (UR)
Dr Rodgers/CURPR2N	Urology Icats	CAH		2 (22.04.12)	1 (05/12)
Dr Rodgers/Uro-oncology Rev				N/A	0
Nurse L Prostate				5 (12.04.12)	N/A
Nurse L Luts				0	N/A
Andrology				0	N/A

## GENERAL SURGERY SPECIALTY 30/5/12

GENERAL SURGERY	Total on PTL <i>Needing to be seen</i>	Capacity	Month	ACH	BBH	CAH	DHH	STH	Total	Comments
	6	0	MAY	0	-3	-2	0	0	-5	4 of these named to GRH. 1 – Mr Manos – may be a review.
	226	315	JUNE	+33	-5	-88	+125	+24	+89	DHH (Bringing July patients forward & some CAH referrals have been booked to DHH clinics )
Total	232	315		+33	-8	-90	+125	+24	+84	Figures look ok but we need a vascular clinic. CAH shortfall mostly will go to ACH, STH and DHH depending on specialism.

## OUTSTANDING TRIAGE/NEW URGENTS/URGENT REVIEWS

CONSULTANT	SPECIALTY	SITE	TRIALGE	NEW URGENT (NU)	URGENT REVIEW (UR)
Mr Mackle	Surgical	CAH	0	2 (16.05.12)	1 (04/12) <b>U18 DIS</b>
Mr Hewitt			0	4 (10.05.12)	1 (06/12)
Mr Lewis			0	0	0
Mr Epanomeritakis			1(7wks)	15 (29.03.12)	14 (04/12)
Mr McFall			0	0	0
Mr Weir			1(11wks)	0	2 (06/12)
Mr Yousaf			0	1 (04.05.12) <b>CND</b>	0
Gen Surgery		CAH	1(6wks)	17 (31.05.12) <b>CNC P</b>	N/A

Gen Surgery/GRH		BBPC	1(6wks)	0	0
Gen Surgery		STH	0	0	N/A
Mr Weir		ACH	0	0	0
Mr Lewis		STH	0	0	0

## OUTSTANDING TRIAGE/NEW URGENTS/URGENT REVIEWS

CONSULTANT	SPECIALTY	SITE	TRIAGE	NEW URGENT (NU)	URGENT REVIEW (UR)
DGSUR	Surgery	DHH	0	24 (08.05.12) will be seen in June	N/A
MHKS		MHK	0	0	N/A
BGSUR		BBH	0	0	N/A
Mr Gilpin			0	N/A	0
Mr Brown			0	N/A	1 (06/12)
Mr Blake			0	N/A	0
Mr Hannon			0	N/A	0
Mr Cranley			0	N/A	0
Mr Neill			0	N/A	0
Mr Brown		BBPC	0	N/A	0
Mr Blake		MHK	0	N/A	0
Mr Hannon		MHK	0	N/A	0
Mr Cranley		MHK	0	N/A	0
Mr Neil		BBPC	0	N/A	0
Mr Neil		MHK	0	N/A	0

Triage in DHH is carried out daily and all patients added to one general list

# ORAL SURGERY SPECIALTY – 30/5/12

WIT-22526

ORAL SURG	Total on PTL <i>Needing to be seen</i>	Capacity	Month	ACH	BBH	CAH	DHH	STH	Total	Comments
	35	0	MAY			0	-35		-35	26 WEEKS
	54	8	JUNE			-8	-38		-46	26 WEEKS
Total	89	8				-8	-73		-81	

## OUTSTANDING TRIAGE/NEW URGENTS/URGENT REVIEWS

CONSULTANT	SPECIALTY	SITE	TRiage	NEW URGENT (NU)	URGENT REVIEW (UR)
Miss Garraghy	Oral Surgery	CAH	0	31 (20.04.12)	0
Mr Ramsey-Baggs		DHH	0	20 (29.03.12)	1 (05/12)
Mr Ramsey-Baggs	Minor ops	DHH	0	N/A	0

# ORTHODONTIC SPECIALTY 16/5/12

WIT-22527

ORTHO-DONTICS	Total on PTL <i>Needing to be seen</i>	Capacity	Month	ACH	BBH	CAH	DHH	STH	Total	Comments
	0	19	JUNE			+19			+19	
Total	0	19				+19			+19	
OUTSTANDING TRIAGE/NEW URGENTS/URGENT REVIEWS										
CONSULTANT	SPECIALTY	SITE		TRIAGE		NEW URGENT (NU)		URGENT REVIEW (UR)		
Mr Connolly	Orthodontics	CAH		0		0		N/A		

# OPHTHALMOLOGY SPECIALTY

WIT-22528

OPHTHAL	Total on PTL <i>Needing to be seen</i>	Capacity	Month	ACH	BBH	CAH	DHH	STH	Total	Comments
26 Weeks	6	0	May	-2		-3	-1	0	-6	
	12	21	June	-1		+3	+5	+2	+9	
Total									+3	

# OUTSTANDING TRIAGE/NEW URGENTS/URGENT REVIEWS

## May/June 2012

CONSULTANT	SPECIALTY	SITE	TRIAGE	NEW URGENT (NU)	URGENT REVIEW (UR)
General	Ophthalmology		0	15 (longest waiter 24/1/12 declined IS)	n/a
Miss Knox		ACH	0	5 (longest waiter 1/5/12)	0 glaucoma < 4 months d/r 25 glaucoma > 3 months d/r June 12 0 other earliest d/r
Mr Best		CAH	0	2 (longest waiter 3/5/12)	0 glaucoma < 4 months d/r 69 glaucoma > 3 months d/r April 12 1 other earliest d/r May 12 dna
Mr Murphy		CAH	0	3 (longest waiter 26/4/12)	0 glaucoma < 4 months d/r 59 glaucoma > 3 months d/r March 12 0 other earliest d/r
Mr Page		DHH	0	10 (longest waiter 1/3/12 upgraded)	0 glaucoma < 4 months d/r 2 glaucoma > 3 months d/r March 12 dna 1 other earliest d/r June
Mr McIlwaine		DHH	0	33 (longest waiter 2/4/12 upgraded)	0 glaucoma < 4 months d/r 17 glaucoma > 3 months d/r June 12 1 other earliest d/r March 12 upgraded
Miss Knox		STH	0	2 (longest waiter 3/5/12)	2 glaucoma < 4 months d/r June 12 13 glaucoma > 3 months d/r June 12 0 other earliest d/r

ENT

	Total on PTL <i>Needing to be seen</i>	Capacity	Month	ACH	BBH	CAH	DHH	STH	Total	Comments
ENT 9wks	370	0	MAY	-49	0	-40	-126	-155	-370	
	699	157	JUNE	-69	+11	-210	-146	-128	-542	
Total	1069	157							-912	

## OUTSTANDING TRIAGE/NEW URGENTS/URGENT REVIEWS

### A

CONSULTANT	SPECIALTY	SITE	TRIAGE	NEW URGENT (NU)	URGENT REVIEW (UR)
MR MCNABOE	ENT	DHH			OK
		CAH			OK
MR LEYDEN		CAH			OK
		DHH			OK
GEN ENT		DHH			

## OUTSTANDING TRIAGE/NEW URGENT/URGENT REVIEWS

CONSULTANT	SPECIALTY	SITE	TRIAGE	NEW URGENT	URGENT REVIEW					
MR FARNAN		CAH			OK					
		DHH			OK					
GEN ENT		DHH	4NR NOT TRIAGED							

## OUTSTANDING TRIAGE/NEW URGENTS/URGENT REVIEWS

OUTSTANDING TRIAGE/NEW URGENTS/URGENT REVIEWS					
CONSULTANT	SPECIALTY	SITE	TRIAGE	NEW URGENT (NU)	URGENT REVIEW (UR)
MR KORDA	ENT	CAH/STH			ok
		DHH			OK
MR HALL		ACH	12 NR NOT TRIAGED		OK
		CAH			
		STH	3 NR NOT TRIAGED		

WIT-22532

MR REDDY		CAH			0
		DHH/ACH/STH			NO UR ACH.STH

## Demand Capacity Analysis - GYNAE

Month: May - June 2012

Source of Information: Ref &amp; Booking Centre, PAS &amp; PTL

Date Prepared: 31 May 2012

Prepared by: Referral &amp; Booking Centre

COLPOSCOPY	Total on PTL <i>Needing to be seen</i>	Capacity	Month	ACH	BBH	CAH	DHH	STH	Total	Comments
9 weeks	0	0	May			0	0		OK	
	6	26	June			0	+20		+20	
Total									+20	

## GYNAE SPECIALTY

WIT-22534

GYNAE	Total on PTL <i>Needing to be seen</i>	Capacity	Month	ACH	BBH	CAH	DHH	STH	Total	Comments
9 weeks	7	0	May	0	0	0	-6	-1	-7	
	270	134	June	-30	+5	+19 -2 fert	-71	-57	-134 -2 fert	
Total									-141 -2 fert	
10 weeks	0	0	May	0	0	0	0	0	OK	
	124	134	June	-12	+5	+71 -1 fert	-25	-28	+11 -1 fert	
Total									+11 -1 fert	

MENOPAUSE	Total on PTL <i>Needing to be seen</i>	Capacity	Month	ACH	BBH	CAH	DHH	STH	Total	Comments
9 weeks	0	0	May				0		0	
	3	6	June				+3		+3	
Total									+3	

## URODYNAMICS SPECIALTY

URODYN	Total on PTL <i>Needing to be seen</i>	Capacity	Month	ACH	BBH	CAH	DHH	STH	Total	Comments
9 weeks	0	0	May				0		0	
	5	8	June				+3		+3	? all OC referrals on PAS yet
Total									+3	

OUTSTANDING TRIAGE/NEW URGENTS/URGENT REVIEWS  
 – May/June 2012 (incl all NU currently on waiting lists)

CONSULTANT	SPECIALTY	SITE	TRIAGE	NEW URGENT (NU)	REVIEW (R) All colp reviews are urgent
Dr Shahid	Colp	CAH	0	0	1 (oldest D/R 06/2012)
Dr Sidhu		CAH	0	0	0
Dr McKeown		CAH	0	0	1 (oldest D/R 06/2012)
Dr Currie		CAH	0	1 (oldest OP Reg 23/05/12)	0
Un-named		CAH	1 (oldest OP Reg 15/05/12)	1 (oldest OP Reg 23/05/12)	N/A
<b>Mr O'Hare</b>		DHH	0	0	1 (oldest D/R 06/2012)
Dr McKinney		DHH	3 (oldest OP Reg 30/03/12)	0	0
Un-named		DHH	1 (oldest OP Reg 25/04/12)	0	N/A
Dr McKinney	Menopause	DHH	0	0	0
Mr Wheeler	Urodynamics	DHH	2 (oldest OP Reg 29/03/12)	0	N/A

**OUTSTANDING TRIAGE/NEW URGENTS/URGENT REVIEWS**  
**– May/June 2012 (incl all NU currently on waiting lists)**

CONSULTANT	SPECIALTY	SITE	TRIAGE	NEW URGENT (NU)	URGENT REVIEW (UR)
Dr Currie	Gynae	ACH	1 (earliest OP Reg 06/03/2012)	0	1 (oldest D/R 05/2012)
Un-named		ACH	2 (earliest OP Reg 19/04/2012)	1 (earliest OP Reg 23/05/2012)	N/A
Dr Adams		CAH	0	1 (earliest OP Reg 18/05/2012)	0
Dr McCormick			1 (earliest OP Reg 23/04/2012)	0	0
Dr Shahid			1 (earliest OP Reg 14/05/2012)	0	0
Dr McCracken			0	1 (earliest OP Reg 18/05/2012)	0
Dr Sidhu			0	1 (earliest OP Reg 16/05/2012)	3 (oldest D/R 05/2012)
Dr Currie			0	0	1 (oldest D/R 05/2012)
Un-named		CAH	7 (earliest OP Reg 08/05/2012)	2 (earliest OP Reg 18/05/2012)	N/A
Mr Sim		BBH	0	0	0
Dr Kamath			0	0	0
Un-named			0	0	N/A
Mr Wheeler		DHH	0	0	0
Dr McKinney			0	0	0
Dr Loane			0	0	0
<b>Mr O'Hare</b>			0	0	3 (oldest D/R 05/2012)
Mr Sim			0	0	0
Un-named		DHH	0	0	N/A
Mr Wheeler		MHK	0	0	0
Dr Loane			0	0	0
Un-named		MHK	0	0	N/A
Dr Morsy		STH	0	0	23 (oldest D/R 05/2012)
Dr McKeown			0	0	2 (oldest D/R 05/2012)
Un-named		STH	0	4 (earliest OP Reg 22/05/2012)	N/A

## Demand Capacity Analysis

Month: May/June 2012

Source of Information: Ref &amp; Booking Centre, PAS &amp; PTL

Date Prepared: 30 May 2012

Prepared by: Referral &amp; Booking Centre

BREAST	Total on PTL <i>Needing to be seen</i>	Capacity	Month	ACH	BBH	CAH	DHH	STH	Total	Comments
	13	0	MAY			-13			-13	
	75	18	JUNE			-57			-57	
TOTAL	88	18				-70			-70	

## OUTSTANDING TRIAGE/NEW URGENTS/URGENT REVIEWS

CONSULTANT	SPECIALTY	SITE	TRIAGE	NEW URGENT (NU)	URGENT REVIEW (UR)
Mr McFall	Breast	CAH	0	113 (24.04.12)	1 (05/12)
Mr Gilpin	Breast	CAH	0	0	0
Mr Gilpin	Breast F/H	DHH	0	0	0
Mr Gilpin	BSUR	DHH	0	N/A	0

BREAST FAMILY HISTORY	Total on PTL <i>Needing to be seen</i>	Capacity	Month	ACH	BBH	CAH	DHH	STH	Total	Comments
	0	13	JUNE			+13	0		+13	
TOTAL	0	13				+13	0		+13	

Pain 9 weeks	Total on PTL <i>Needing to be seen</i>	Capacity	Month	ACH	BBH	CAH	DHH	STH	Total	Comments
	0	0	May			0	0	0	0	
	31	5	June			-12	-15	+1	-26	
Total									-26	
Pain 13 weeks	Total on PTL <i>Needing to be seen</i>	Capacity	Month	ACH	BBH	CAH	DHH	STH	Total	Comments
Total										

OUTSTANDING TRIAGE/NEW URGENTS/URGENT REVIEWS  
May/June 2012

CONSULTANT	SPECIALTY	SITE	TRIAGE	NEW URGENT (NU)	URGENT REVIEW (UR)
Dr McConaghy	Pain	CAH	0	2 (longest waiter 21/5/12)	1 (earliest d/r June 12)
Dr McMullan	Pain	CAH	0	0	0
Dr Sobocinski	Pain	CAH	0	0	9 (earliest d/r May 12)
Dr McMullan	Pain	DHH	0	0	13 (earliest d/r April 12)
Dr McConaghy	Pain	DHH	0	0	10 (earliest d/r May 12)
Dr McConaghy	Pain	STH	0	0	0

Haem	Total on PTL <i>Needing to be seen</i>	Capacity	Month	ACH	BBH	CAH	DHH	STH	Total	Comments
	0	0	May				0	0	0	
	0	4	June				+2	+2	+4	
Total									+4	

OUTSTANDING TRIAGE/NEW URGENTS/URGENT REVIEWS  
May/June 2012

CONSULTANT	SPECIALTY	SITE	TRIAGE	NEW URGENT (NU)	URGENT REVIEW (UR)
Dr Hull	Haem	DHH	0	0	0
		STH	0	0	0

Lipids	Total on PTL <i>Needing to be seen</i>	Capacity	Month	ACH	BBH	CAH	DHH	STH	Total	Comments
	0	0	May		0	0			0	
	0	0	June		0	0			0	
Total									0	

OUTSTANDING TRIAGE/NEW URGENTS/URGENT REVIEWS  
May/June 2012

CONSULTANT	SPECIALTY	SITE	TRIAGE	NEW URGENT (NU)	URGENT REVIEW (UR)
Dr Sharpe	Lipids	CAH	0	0	0

Thoracic Surgery	Total on PTL <i>Needing to be seen</i>	Capacity	Month	ACH	BBH	CAH	DHH	STH	Total	Comments
	0	0	May				0		0	
	0	2	June				+2		+2	
Total									+2	

-----Original Message-----

From: Robinson, Katherine <[REDACTED]>

Sent: 30 November 2012 16:06

To: Adair, Loraine <[REDACTED]>; Burke, Mary

<[REDACTED]>; Carroll, Anita <[REDACTED]>;

Carroll, Kay <[REDACTED]>; Carroll, Ronan

<[REDACTED]>; Clayton, Wendy

<[REDACTED]>; Conway, Barry

<[REDACTED]>; Corrigan, Martina

<[REDACTED]>; Devlin, Louise

<[REDACTED]>; Forde, Helen <[REDACTED]>;

Glenny, Sharon <[REDACTED]>; Matier, Pauline

<[REDACTED]>; McAreavey, Lisa

<[REDACTED]>; McGeough, Mary

<[REDACTED]>; McStay, Patricia

<[REDACTED]>; McVey, Anne <[REDACTED]>;

Murray, Eileen <[REDACTED]>; Nelson, Amie

<[REDACTED]>; Rankin, Gillian <[REDACTED]>;

Reid, Trudy <[REDACTED]>; Richardson, Phyllis

<[REDACTED]>; Trouton, Heather

<[REDACTED]>

Subject: Demand/Capacity/Triage

Please find attached the latest information regarding Demand/Capacity and triage for November and December.

If you have any queries, feel free to give me a shout.

Regards

Katherine

# Demand Capacity Analysis - MEDICINE

WIT-22543

Month NOV/DEC 2012

Source of Information: Ref & Booking Centre, PAS & PTL

Date Pre 29/11/2012

Prepared by: Referral & Booking Centre

MEDICAL	Total on PTL <i>Needing to be seen</i>	Capacity	Month	ACH	BBH	CAH	DHH	KPC	STH	Total	Comments
	5	47	DEC	0	0	0	+37	+5	0	+42	DR MCGLEENON HAS 8 REV AVAIL KILKEEL DEC
Total											

## OUTSTANDING TRIAGE/NEW URGENTS/URGENT REVIEW

CONSULTANT	SPECIALTY	SITE	TRIAGE	NEW URGENT (NU)	URGENT REVIEW (UR)
Dr McConnell	Medicine	CAH			0
Dr Ritchie					0
Dr Bradley					0
Dr McGleenon		DHH			0
Dr McCormick					0
Dr Duffin		DR DUFFIN NR ARE B/F , SOME NR SLOTS USED FOR CARD			ALL OK

## GASTRO SPECIALTY

WIT-22544

GASTRO	Total on PTL <i>Needing to be seen</i>	Capacity	Month	ACH	BBH	CAH	DHH	STH	Total	Comments
	19	10	DEC	+3	0	+4	-11	-5	-9	Dr O'Brien has 25 R slots avail in Dec which could be converted?. The -3 in STH are named to P Murphy, can these be moved to Dr Gibbons or his clinics overbooked.
Total	19	10							-9	sth clinic 27/12 canc this week. Will we go ahead and book to Jan?

## OUTSTANDING TRIAGE/NEW URGENTS/URGENT REVIEW

CONSULTANT	SPECIALTY	SITE	TRIAGE	NEW URGENT (NU)	URGENT REVIEW (UR)
Dr S Murphy	Gastro	DHH			OK
<b>Dr C O'Brien</b>					0
Dr Gibbons		CAH			0
Dr P Murphy		CAH/STH			0
DR A MURDOCK					0 all rev selected

## ENDOCRINE SPECIALTY

ENDO CRINE	Total on PTL <i>Needing to be seen</i>	Capacity	Month	ACH	BBH	CAH	DHH	STH	KKPC	Total	Comments
	3	5	DEC	0	0	0	+2	0	0	+2	
Total											

## OUTSTANDING TRIAGE/NEW URGENTS/URGENT REVIEW

CONSULTANT	SPECIALTY	SITE	TRIAGE	NEW URGENT (NU)	URGENT REVIEW (UR)
DR G MAGEE	Endocrine	DHH		0	Urg reviews behind No slots

## NEUROLOGY SPECIALTY

NEUROLOGY	Total on PTL <i>Needing to be seen</i>	Capacity	Month	ACH	BBH	CAH	DHH	STH	Total	Comments
	15	34	DEC	0	0	+7	+12	0	+19	
Total										

## OUTSTANDING TRIAGE/NEW URGENTS/URGENT REVIEWS

CONSULTANT	SPECIALTY	SITE	TRIAGE	NEW URGENT (NU)	URGENT REVIEW (UR)
Dr Forbes	Neurology	CAH			OK
Dr McKnight		CAH			OK
Dr Craig		DHH			DJOCUR BEHIND

## DIABETIC SPECIALTY

WIT-22547

DIABETIC	Total on PTL <i>Needing to be seen</i>	Capacity	Month	ACH	BBH	CAH	DHH	KPC	STH	Total	Comments
	12	9	DEC	0	0	-2	-1	0	+1	-2	These figures include PTL clinic for G. Magee
											Can Dr Ritchie overbook? Can Dr Magee overbook?
Total											

## OUTSTANDING TRIAGE/NEW URGENTS/URGENT REVIEW

CONSULTANT	SPECIALTY	SITE	TRIAGE	NEW URGENT (NU)	URGENT REVIEW (UR)
Dr Ritchie	Diabetic	CAH/BBPC			0
Dr Sharpe		ACH/STH			0
Dr G Magee		DHH			REVS ADDED SHORT NOTICE, <b>ALSO DNA'S</b> ADDED

## DERMATOLOGY SPECIALTY

	Total on PTL <i>Needing to be seen</i>	Capacity	Month	ACH	BBH	CAH	DHH	STH	Total	Comments
DERM 18 Weeks	0	0	Nov	0		0	0	0	0	
	28	38	Dec	-1		+17	-4	-2	+10	
Total									+10	
ACNE 18 Weeks	2	0	Nov			-2			-2	
	22	8	Dec			-14			-14	Extra clinics being arranged, may be ok
Total									-16	
ICATS 18 Weeks	1	0	Nov			0	-1		-1	Under 18 discharge
	2	17	Dec			+13	+4		+17	
Total									+16	

OUTSTANDING TRIAGE/NEW URGENTS/URGENT REVIEWS  
November/December 2012

CONSULTANT	SPECIALTY	SITE	TRIAGE	NEW URGENT (NU)	URGENT REVIEW (UR)
<b>Dr O'Hagan</b>	Dermatology	ACH	0 (longest waiter )	0 (longest waiter)	3 (earliest d/r Nov 12)
Un-named		CAH	0 (longest waiter)	37 (longest waiter 16/10/12)	n/a
<b>Dr O'Hagan</b>		CAH	0 (longest waiter)	3 (longest waiter 7/11/12)	1 (earliest d/r Dec 12)
Dr Eedy		CAH	0 (longest waiter )	0 (longest waiter)	4 (earliest d/r Oct 12)
ACNE		CAH	0 (longest waiter)	7 (longest waiter 2/11/12)	0 (earliest d/r)
Dr Eedy		DHH	0 (longest waiter )	41 (longest waiter 7/9/12 upgraded)	99 (earliest d/r April 12 upgraded)
<b>Dr O'Hagan</b>		STH	0 (longest waiter )	20 (longest waiter 5/10/12)	23 (earliest d/r July 12 upgraded)

## CARDIOLOGY SPECIALTY

CARDIOLOGY	Total on PTL <i>Needing to be seen</i>	Capacity	Month	ACH	BBH	CAH	DHH	STH	Total	Comments
	1	0	Nov	0	0	-1	0	0	-1	Oc referral – still waiting triage
	68	203	Dec	0	+11	+152	-30	+3	+135	1 donadrone pt but no capacity, can this pt go to IBM PTL clinic
										Booking urgent and reviews to CAH capacity
Total									+135	1 djm only referral received 28/11/12 needs seen December but no capacity.

TRIAGE/NEW URGENTS/URGENT REVIEWS  
November/December 2012

CONSULTANT	SPECIALTY	SITE	TRIAGE	NEW URGENT (NU)	URGENT REVIEW (UR)
Dr Moriarty	Cardiology	ACH	0 (longest waiter )	2 (longest waiter 1/11/12)	4 (earliest d/r Nov 12)
Dr Flannery		BBH	n/a	0 (longest waiter)	0 (earliest d/r )
Dr McClelland		CAH	1 (longest waiter 7 weeks )	2 (longest waiter 7/11/12)	0 (earliest d/r )
Dr McEneaney		CAH	0 (longest waiter)	2 (longest waiter 19/10/12)	0 (earliest d/r )
Dr Flannery		CAH	6 (longest waiter 12 weeks)	0 (longest waiter)	0 (earliest d/r )
Dr Menown		CAH	0 (longest waiter )	0 (longest waiter )	1 (earliest d/r Nov 12 )
Dr Morgan		DHH	1 (longest waiter 7 weeks )	2 (longest waiter 23/8/12 cna)	11 (earliest d/r June 12)
Dr Duffin		DHH	0 (longest waiter )	0 (longest waiter )	0 (earliest d/r)
Dr McKeown		STH	n/a	0 (longest waiter)	0 (earliest d/r )

## RHEUMATOLOGY SPECIALTY

RHEUM 17 weeks	Total on PTL <i>Needing to be seen</i>	Capacity	Month	ACH	BBH	CAH	DHH	STH	Total	Comments
	0	0	Nov	0	0	0		0	0	
	10	44	Dec	-2	+16	+20		0	+34	
TOTAL									+34	

TRIAGE/NEW URGENTS/URGENT REVIEWS  
NOVEMBER/DECEMBER 2012

CONSULTANT	SPECIALTY	SITE	TRIAGE	NEW URGENT (NU)	URGENT REVIEW (UR)
General	Rheumatology		0 (longest waiter)	13 (longest waiter 5/11/12 )	N/A
Dr Walker		ACH	0 (longest waiter )	0 (longest waiter )	0 (earliest d/r )
Dr Lee		BBPC	n/a	0 (longest waiter )	1 (earliest d/r Dec 12 )
Dr Liggett		BBPC	n/a	0 (longest waiter )	0 (earliest d/r )
Dr Maiden		BBPC	n/a	0 (longest waiter)	0 (earliest d/r )
Dr Maiden		CAH	0 (longest waiter )	1 (longest waiter 10/11/12)	0 (earliest d/r
Dr Lee		CAH	0 (longest waiter )	3 (longest waiter 2/11/12 )	0 (earliest d/r Dec 12)
Dr Liggett		CAH	0 (longest waiter)	6 (longest waiter 25/4/12 dna)	8 (earliest d/r Dec 12)
Dr Walker		STH	0 (longest waiter )	0 (longest waiter )	64 (earliest d/r Aug 12)

Thoracic/ Respiratory	Total on PTL <i>Needing to be seen</i>	Capacity	Month	ACH	BBH	CAH	DHH	STH	Total	Comments
	0	0	Nov			0	0	0	0	
	3	15	Dec			+10	+3	-1	+12	+3 DHH Monday clinic only. Finding the Monday clinic for Dr Hayes difficult to fill.
Total									+12	

## OUTSTANDING TRIAGE/NEW URGENTS/URGENT REVIEWS

November/December 2012

CONSULTANT	SPECIALTY	SITE	TRIAGE	NEW URGENT (NU)	URGENT REVIEW (UR)
General	Respiratory	CAH	0 (longest waiter)	0 (longest waiter)	n/a
Dr Convery	Respiratory	CAH	1 (longest waiter 4 weeks )	0 (longest waiter )	1 (earliest d/r Dec 12)
Dr John	Respiratory	CAH	0 (longest waiter )	0 (longest waiter )	5 (earliest d/r Dec 12)
Dr Polley	Respiratory	CAH	0 (longest waiter )	0 (longest waiter )	0 (earliest d/r )
Dr Hayes	Respiratory	DHH	0 (longest waiter)	0 (longest waiter)	0 (earliest d/r)
Dr Moan	Respiratory	DHH	0 (longest waiter )	0 (longest waiter )	2 (earliest d/r Oct 12 - reinstated)
Dr Convery	Respiratory	STH	0 (longest waiter )	0 (longest waiter )	0 (earliest d/r )

# Demand Capacity Analysis - GYNAE

Month: November - December 2012

Source of Information: Ref & Booking Centre, PAS & PTL

Date Prepared: 29 November 2012

Prepared by: Referral & Booking Centre

COLPOSCOPY	Total on PTL <i>Needing to be seen</i>	Capacity	Month	ACH	BBH	CAH	DHH	STH	Total	Comments
9 weeks	0	0	Nov			0	0		OK	
	1	28	Dec			+5	+22		+27	
Total									+27	

## GYNAE SPECIALTY

WIT-22553

GYNAE	Total on PTL <i>Needing to be seen</i>	Capacity	Month	ACH	BBH	CAH	DHH	STH	Total	Comments
9 weeks	0	1	Nov	0	0	+1	0	0	+1	
	147	68	Dec	-37	+5	-23 -1 fert	+1	-24	-78 -1 fert	
Total									-77 -1 fert	
10 weeks	0	1	Nov	0	0	+1	0	0	+1	
	84	68	Dec	-29	+6	+4	+9	-6	-16	
Total									-15	

MENOPAUSE	Total on PTL <i>Needing to be seen</i>	Capacity	Month	ACH	BBH	CAH	DHH	STH	Total	Comments
9 weeks	0	0	Nov				0		0	
	3	0	Dec				-3		-3	
Total									-3	

## URODYNAMICS SPECIALTY

URODYN	Total on PTL <i>Needing to be seen</i>	Capacity	Month	ACH	BBH	CAH	DHH	STH	Total	Comments
9 weeks	0	0	Nov				0		0	
	23	2	Dec				-21		-21	
Total									-21	

OUTSTANDING TRIAGE/NEW URGENTS/URGENT REVIEWS  
 – Nov/Dec 2012 (incl all NU currently on waiting lists)

CONSULTANT	SPECIALTY	SITE	TRIAGE	NEW URGENT (NU)	REVIEW (R) All colp reviews are urgent
Dr Shahid	Colp	CAH	0	0	1 (earliest D/R 11/2012)
Dr Sidhu		CAH	0	0	1 (earliest D/R 08/2012)
Dr McKeown		CAH	0	0	0
Dr Currie		CAH	0	0	10 (earliest D/R 10/2012)
Un-named		CAH	2 (earliest OP Reg 12/11/12)	1 (earliest OP Reg 23/11/12)	N/A
<b>Mr O'Hare</b>		DHH	0	0	0
Dr McKinney		DHH	0	0	0
Un-named		DHH	0	0	N/A
Dr McKinney	Menopause	DHH	N/A	1 (earliest OP Reg 24/10/12)	0
Mr Wheeler	Urodynamics	DHH	2 (earliest OP Reg 12/10/12)	0	N/A

**OUTSTANDING TRIAGE/NEW URGENTS/URGENT REVIEWS**  
**– Nov/Dec 2012 (incl all NU currently on waiting lists)**

CONSULTANT	SPECIALTY	SITE	TRIAGE	NEW URGENT (NU)	URGENT REVIEW (UR)
Dr Currie	Gynae	ACH	0	0	0
Un-named		ACH	0	2 (earliest OP Reg 14/11/12)	N/A
Dr Adams		CAH	1 (earliest OP Reg 18/10/12)	0	0
Dr McCormick			2 (earliest OP Reg 31/10/12)	0	0
Dr Shahid			0	1 (earliest OP Reg 09/10/12)	0
Dr McCracken			2 (earliest OP Reg 02/10/12)	1 (earliest OP Reg 22/11/12)	0
Dr Sidhu			1 (earliest OP Reg 16/11/12)	1 (earliest OP Reg 20/11/12)	1 (earliest D/R 11/2012)
Dr Currie			0	0	2 (earliest D/R 08/2012)
Dr Finnegan			1 (earliest OP Reg 12/11/12)	N/A	0
Un-named		CAH	10 (earliest OP Reg 18/10/12)	9 (earliest OP Reg 15/11/12)	N/A
Mr Sim		BBH	0	0	1 (earliest D/R 12/2012)
Dr Kamath			0	0	0
Un-named			0	0	N/A
Mr Wheeler		DHH	0	0	0
Dr Kamath			0	0	0
Dr McKinney			0	0	0
Dr Loane			0	0	0
Dr Gaskin			1 (earliest OP Reg 30/10/12)	0	0
<b>Mr O'Hare</b>			0	0	1 (earliest D/R 12/2012)
Mr Sim			0	0	0
Un-named		DHH	7 (earliest OP Reg 22/10/12)	0	N/A
Mr Wheeler		MHK	0	0	0
Dr Loane			0	1 (earliest OP Reg 01/11/12)	0
Un-named		MHK	0	0	N/A
Dr Morsy		STH	1 (earliest OP Reg 31/10/12)	0	0
Dr McKeown			0	0	2 (earliest D/R 11/2012)
Un-named		STH	0	1 (earliest OP Reg 21/11/12)	N/A

## Demand Capacity Analysis – SURGERY

Month: November - December 2012

Source of Information: Ref &amp; Booking Centre, PAS &amp; PTL

Date Prepared: 29 November 2012

Prepared by: Referral &amp; Booking Centre

O/PAEDIC	Total on PTL Needing to be seen	Capacity	Month	Upper Limb	Lower Limb	Named	Total	Comments
17 WEEKS	4	0	Nov	0	0	LW -1 RMcK -3	-4	26 Nov pts already booked to Dec.
	2	5	Dec	0	+3		+3	
Total				0	+3	LW -1 RMcK -3	-1	

# OUTSTANDING NOT ON WAIT LIST/NEW URGENTS/URGENT REVIEWS

## Nov/Dec 2012

CONSULTANT	SPECIALTY	SITE	NOT ON WAIT LIST	NEW URGENT (NU)	URGENT REVIEW (UR)
Mr J Bunn	Orthopaedics	CAH	4 (earliest OP Reg 24/09/12)	0	44 (earliest D/R 05/2012)
Ms L Wilson			8 (earliest OP Reg 18/09/12)	1 (earliest OP Reg 29/10/12)	7 (earliest D/R 12/2012)
Mr B Mockford			0	0	10 (earliest D/R 11/2012)
Mr S Patton			0	0	14 (earliest D/R 04/2012)
Mr M Murnaghan			0	0	1 (earliest D/R 12/2012)
Mr R McKeown			2 (earliest OP Reg 09/10/12)	1 (earliest OP Reg 01/11/12)	53 (earliest D/R 08/2012)
Un-named			3 (earliest OP Reg 19/10/12)	3 (earliest OP Reg 03/10/12)	N/A

O/PAEDIC ICATS	Total on PTL <i>Needing to be seen</i>	Capacity	Month	GPSWI	Physio	Total not incl Podiatry		Podiatry	Comments
9 WEEKS	0	0	Nov	0	0	OK		OK	
	134	107	Dec	+34	-99	-65		OK	
Total						-65		OK	

## GENERAL SURGERY SPECIALTY 27/11/12

GENERAL SURGERY	Total on PTL <i>Needing to be seen</i>	Capacity	Month	ACH	BBH	CAH	DHH	STH	Total	Comments
	5	0	NOV	-1	OK	-4	OK	OK	-5	Not Selected DEC
	265	368	DEC	+8	+15	-24	+69	+35	+103	ACH Mr Weir 0 BBH Mr Hewitt 1 BBH General 0 CAH Mr Weir 1 CAH Mr Lewis 2 CAH Mr McKay 1 CAH Mr Manos 1 CAH Mr Mackle 8 CAH Mr Hewitt 1 CAH Mr Yousaf 1 CAH General Urgent 0 CAH Bowel 0 CAH Vascular 0 CAH Vasectomy 0 CAH Gen Routine 0 CAH Paeds 0 Blank 2 Mr McFall 0 STH General 0 STH Mr Lewis 0  Breaches in Nov are OC referrals.  Mr Mackles named news are the problem for Dec and the odd named ones to the rest of the Surgeons unless we can overbook.
Total	270	368		+7	+15	-28	+69	+35	+98	

OUTSTANDING TRIAGE/NEW URGENTS/URGENT REVIEWS					
CONSULTANT	SPECIALTY	SITE	TRIAGE	NEW URGENT (NU)	URGENT REVIEW (UR)
Mr Mackle	Surgical	CAH	1(13wks)	9(28/9)	33(11/12)
Mr Hewitt			1(16wks)	2(22/10)	0
Mr Lewis			2(5wks)	1(17/10)	0
Mr Epanomeritakis			1(7wks)	5(15/10)	11(11/12)
Mr McFall			0	0	0
Mr Weir			1(11wks)	0	4(11/12)
Mr Yousaf			0	0	0
Gen Surgery		CAH	2(5wks)	26(7/11)	
Gen Surgery/GRH		BBPC	1(10wks)	0	
Gen Surgery		STH	0	0	
Mr Weir		ACH	0	0	1(11/12)
Mr Lewis		STH	0	0	0

# OUTSTANDING TRIAGE/NEW URGENTS/URGENT REVIEWS

CONSULTANT	SPECIALTY	SITE	TRiage	NEW URGENT (NU)	URGENT REVIEW (UR)
DGSUR	Surgery	DHH	0	29(2/10)	N/A
MHKS		MHK	0	0	N/A
BGSUR		BBH	0	0	N/A
Mr McKay			0	0	0
Mr Gilpin			0	N/A	0
Mr Brown			0	N/A	0
Mr Blake			0	N/A	0
Mr Hannon			0	N/A	0
Mr Cranley			0	N/A	0
Mr Neill			0	N/A	0
Mr Brown		BBPC	0	N/A	0
Mr Blake		MHK	0	N/A	0
Mr Hannon		MHK	0	N/A	0
Mr Cranley		MHK	0	N/A	0
Mr Neil		BBPC	0	N/A	0
Mr Neil		MHK	0	N/A	0

Triage in DHH is carried out daily and all patients added to one general list

ORAL SURG	Total on PTL	Capacity	Month	ACH	BBH	CAH	DHH	STH	Total	COMME
			NOV							26 weeks
			DEC							Couldn't give figures, IS team working on this.
TOTAL										

OUTSTANDING TRIAGE/NEW URGENTS/URGENT REVIEWS

CONSULTANT	SPECIALTY	SITE	TRIAGE	NEW URGENT (NU)	URGENT REVIEW (UR)
Miss Garraghy	Oral Surgery	CAH	0	65(18/7)	0
Mr Ramsey-Baggs		DHH	0	25(1/8)	0
Mr Ramsey-Baggs	Minor ops	DHH	0	N/A	0

# ORTHODONTIC SPECIALTY 27/11/12

WIT-22563

ORTHO-DONTICS	Total on PTL <i>Needing to be seen</i>	Capacity	Month	ACH	BBH	CAH	DHH	STH	Total	Comments
	1	13	DEC			+12			+12	
Total	1	13				+12			+12	

## OUTSTANDING TRIAGE/NEW URGENTS/URGENT REVIEWS

CONSULTANT	SPECIALTY	SITE	TRiage	NEW URGENT (NU)	URGENT REVIEW (UR)
Mr Connolly	Orthodontics	CAH	0	0	N/A

## UROLOGY SPECIALTY 29/11/12

UROLOGY	Total on PTL <i>Needing to be seen</i>	Capacity	Month	ACH	BBH	CAH	DHH	STH	Total	Comments
	7 111	0 55	NOV DEC			-7 -56			-7 -56	MR YOUNG (-2 Nov) (-40 Dec) <b>MR O'BRIEN</b> (-1 Nov und 18yr D/C) (+22Dec) MR GLACKIN/Connolly/Pahuja (-4 Nov)(-21 Dec) CMATDU3A (ok Nov) (-17 Dec) GURO (ok Nov) (-7 Dec)
Total	118	55				-63			-63	Mr Young in ACH still has a rev waiting list sitting no clinic there anymore.

## OUTSTANDING TRIAGE/NEW URGENTS/URGENT REVIEWS

CONSULTANT	SPECIALTY	SITE	TRIAGE	NEW URGENT (NU)	URGENT REVIEW (UR)
<b>Mr O'Brien</b>	Urology	CAH	2 (24/09/12)	1 (15/11/12)	89 (09/11) To be seen in Thorndale
Mr Young		CAH	3(14WKS)	4(23/10)	15(01/12)
Mr Akhtar		CAH	2(15wks)	20(08/10)	32(07/12)
<b>Mr O'Brien</b>		BBPC	0	0	08(08/12)
<b>Mr O'Brien</b>		ACH	0	0	4(11/12)
Mr Young		BBPC	0	0	1(11/12)
Mr Young		ACH	NO MORE	N/A	0 - 210 on routine

					W/L
Mr Akhtar		STH	0	0	3 (4/12)
Dr Rogers		CAH	0	N/A	N/A
GURO		CAH	7(6wks)	N/A	N/A

UROLOGY ICATS	Total on PTL <i>Needing to be seen</i>	Capacity	Month	ICGPUNDA	ICGPUPR2	ICSNURSA	ICSNULUP/ ICSNULUP5	Total	Comments
	1	0	NOV	ok				ok	
	42	16	DEC	-30			+4	-26	CLINICS CANCELLED DUE TO CHRISTMAS
TOTAL	43	16		-31			+4	-26	

OUTSTANDING TRIAGE/NEW URGENTS/URGENT REVIEWS					
CONSULTANT	SPECIALTY	SITE	TRIAGE	NEW URGENT (NU)	URGENT REVIEW (UR)
Dr Rodgers/CURPR2N	Urology Icats	CAH		0	0
Dr Rodgers/Uro-oncology Rev				N/A	
Nurse L Prostate				0	N/A
Nurse L Luts				0	N/A
Andrology				0	N/A

# ENT

WIT-22566

	Total on PTL <i>Needing to be seen</i>	Capacity	Month	ACH	BBH	CAH	DHH	STH	Total	Comments
ENT	24	0	NOV	0	0	0	0	0	-24	
9WKS	238	121	DEC	-18	0	+24	-78	-45	-117	
Total	262	121							-141	

OUTSTANDING TRIAGE/NEW URGENTS/URGENT REVIEWS A					
CONSULTANT	SPECIALTY	SITE	TRIAGE	NEW URGENT (NU)	URGENT REVIEW (UR)
MR MCNABOE	ENT	DHH	3 DEC NOT TRIA		2 ON DEC W/L
		CAH	1NOV/1DEC NOT T		OK
MR LEYDEN		CAH	1 O/C DEC NOT T		OK
		DHH			Revs behind
GEN ENT		DHH	2NOV/35 DEC NOT	TRIAGED	

## OUTSTANDING TRIAGE/NEW URGENT/URGENT REVIEWS

CONSULTANT	SPECIALTY	SITE	TRIAGE	NEW URGENT	URGENT REVIEW					
MR FARNAN		CAH	1 O/C DEC NOT TRIAGED		REVS BEHIND					
		DHH	1 O/C DEC NOT TRIAGED		OK					
GEN ENT		DHH CAH	3 CAH NOT TRIAGED DEC	3 NU DEC NOT GRADED DHH						

## OUTSTANDING TRIAGE/NEW URGENTS/URGENT REVIEWS

CONSULTANT	SPECIALTY	SITE	TRIAGE	NEW URGENT (NU)	URGENT REVIEW (UR)
MR KORDA	ENT	CAH/STH			<b>Rv's behind, no slots</b>
		DHH			OK
MR HALL		ACH	2 DEC NOT TRIAG		OK
		CAH	1 O/C NOT TRIAG		3 ON CAH W/L
		STH	3NR NOT TRIAGED		
MR REDDY		CAH			<b>Rv's behind , no slots</b>
		DHH/ACH/STH			OK

## OPHTHALMOLOGY SPECIALTY

OPHTHAL	Total on PTL <i>Needing to be seen</i>	Capacity	Month	ACH	BBH	CAH	DHH	STH	Total	Comments
26 Weeks	2	0	Nov	0		-1	-1	0	-2	Waiting Under 18 discharge
	10	20	Dec	-2		+4	+6	+2	+10	
Total									+8	

# OUTSTANDING TRIAGE/NEW URGENTS/URGENT REVIEWS NOVEMBER/DECEMBER 2012

CONSULTANT	SPECIALTY	SITE	TRIAGE	NEW URGENT (NU)	URGENT REVIEW (UR)
General	Opthalmology		0 (longest waiter )	23 (longest waiter 10/9/1212)	n/a
Miss Knox		ACH	0 (longest waiter )	8 (longest waiter 3/9/12 cna)	0 glaucoma < 4 months d/r 56 glaucoma > 3 months d/r Sept 12 2 other earliest d/r Dec 12
Mr Best		CAH	0 (longest waiter )	2 (longest waiter 12/10/12)	0 glaucoma < 4 months d/r 36 glaucoma > 3 months d/r Sept 12 0 other earliest d/r
Mr Murphy		CAH	0 (longest waiter )	3 (longest waiter 7/11/12)	0 glaucoma < 4 months d/r 32 glaucoma > 3 months d/r Nov 12 2 other earliest d/r July 12 upgraded
Mr Page		DHH	0 (longest waiter )	8 (longest waiter 13/6/12 cna)	0 glaucoma < 4 months d/r 0 glaucoma > 3 months d/r 7 other earliest d/r Nov 12 upgraded
Mr McIlwaine		DHH	0 (longest waiter )	8 (longest waiter 14/9/12)	0 glaucoma < 4 months d/r 22 glaucoma > 3 months d/r Sept 12 cna 0 other earliest d/r
Miss Knox		STH	2 (longest waiter 22 weeks )	4 (longest waiter 14/11/12)	0 glaucoma < 4 months d/r 48 glaucoma > 3 months d/r Nov 12 5 other earliest d/r Feb 12 upgraded

# Demand Capacity Analysis

Month: Nov/Dec 2012

Source of Information: Ref &amp; Booking Centre, PAS &amp; PTL

Date Prepared: 29/11/12

Prepared by: Referral &amp; Booking Centre

BREAST	Total on PTL <i>Needing to be seen</i>	Capacity	Month	ACH	BBH	CAH	DHH	STH	Total	Comments
	2	0	NOV			-2			-2	
	13	10	DEC			-3			-3	
TOTAL	15	10				-5			-5	2 Nov to see Mr McFall 4 Dec to see Mr McFall No capacity.

## OUTSTANDING TRIAGE/NEW URGENTS/URGENT REVIEWS

CONSULTANT	SPECIALTY	SITE	TRIAGE	NEW URGENT (NU)	URGENT REVIEW (UR)
Mr McFall	Breast	CAH	0	109 (10/9/12)	2 (12/12)
Mr Gilpin	Breast	CAH	0	0	0
Mr Gilpin	Breast F/H	DHH	0	0	0
Mr Gilpin	BSUR	DHH	0	N/A	0

BREAST FAMILY HISTORY	Total on PTL <i>Needing to be seen</i>	Capacity	Month	ACH	BBH	CAH	DHH	STH	Total	Comments
	3	6	DEC			+2	OK		+2	
TOTAL	3	6				+2	OK		+2	

Pain 9 weeks	Total on PTL <i>Needing to be seen</i>	Capacity	Month	ACH	BBH	CAH	DHH	STH	Total	Comments
	0	0	Nov			0	0	0	0	
	6	44	Dec			+29	+1	+8	+38	
Total									+38	
Pain 13 weeks	Total on PTL <i>Needing to be seen</i>	Capacity	Month	ACH	BBH	CAH	DHH	STH	Total	Comments
Total										

OUTSTANDING TRIAGE/NEW URGENTS/URGENT REVIEWS  
November/December 2012

CONSULTANT	SPECIALTY	SITE	TRIAGE	NEW URGENT (NU)	URGENT REVIEW (UR)
Dr McConaghy	Pain	CAH	1 (longest waiter 4 weeks )	0 (longest waiter )	3 (earliest d/r Nov 12)
Dr McMullan	Pain	CAH	0 (longest waiter )	0 (longest waiter )	3 (earliest d/r Oct 12)
Dr Sobocinski	Pain	CAH	0 (longest waiter )	0 (longest waiter )	1 (earliest d/r Dec12)
Dr McMullan	Pain	DHH	0 (longest waiter )	0 (longest waiter )	9 (earliest d/r June 12)
Dr McConaghy	Pain	DHH	0 (longest waiter )	0 (longest waiter )	17 (earliest d/r July 12)
Dr McConaghy	Pain	STH	0 (longest waiter )	0 (longest waiter )	0 (earliest d/r )

Haem	Total on PTL <i>Needing to be seen</i>	Capacity	Month	ACH	BBH	CAH	DHH	STH	Total	Comments
	0	0	Nov				0	0	0	
	0	2	Dec				0	+2	+2	
Total									+2	

OUTSTANDING TRIAGE/NEW URGENTS/URGENT REVIEWS  
November/December 2012

CONSULTANT	SPECIALTY	SITE	TRIAGE	NEW URGENT (NU)	URGENT REVIEW (UR)
Dr Hull	Haem	DHH	0 (longest waiter )	0 (longest waiter )	0 (earliest d/r )
		STH	0 (longest waiter )	0 (longest waiter )	0 (earliest d/r )

Lipids	Total on PTL <i>Needing to be seen</i>	Capacity	Month	ACH	BBH	CAH	DHH	STH	Total	Comments
	2	0	Nov		0	-2			-2	2 under 18 waiting discharge
	3	4	Dec		+4	-3			+1	
Total									-1	

OUTSTANDING TRIAGE/NEW URGENTS/URGENT REVIEWS  
November/December 2012

CONSULTANT	SPECIALTY	SITE	TRIAGE	NEW URGENT (NU)	URGENT REVIEW (UR)
Dr Sharpe	Lipids	CAH	1 (longest waiter 7 weeks )	0 (longest waiter )	0 (earliest d/r )

Thoracic Surgery	Total on PTL <i>Needing to be seen</i>	Capacity	Month	ACH	BBH	CAH	DHH	STH	Total	Comments
	0	0	Nov				0		0	
	0	1	Dec				+1		+1	
Total									+1	

Orthoptics	Total on PTL <i>Needing to be seen</i>	Capacity	Month	ACH	BBH	CAH	DHH	LGH	PHC	STH	Total	Comments
	0	80	DEC	+14	+3	OK	+12	+10	+11	+30	+80	Some reviews being put into these clinics.
Total											+80	

WTF-22575

## OUTSTANDING TRIAGE/NEW URGENTS/URGENT REVIEWS – December 2012

CONSULTANT	SPECIALTY	SITE	TRIAGE	NEW URGENT (NU)	URGENT REVIEW (UR)
		ACH	0	0	19(earliest d/r Dec 2012)
		BBH	0	3(longest waiter 08/10-prev dna)	15(earliest d/r Dec 2012)
		CAH	0	4 (longest waiter 31/10 – prev dna)	12(earliest d/r Nov 2012)
		DHH	0	2 (longest waiter 8/11/12)	1(earliest d/r Nov 2012)
		LGH	0	1 (longest wait	37(earliest d/r Dec 2012)
		PHC	0	2 (longest waiter 13/11)	5(earliest d/r Dec 2012)
		STH	0	3 (longest waiter 14/11)	0

## OUTSTANDING TRIAGE/NEW URGENTS/URGENT REVIEWS – December 2012

CONSULTANT	SPECIALTY	SITE	TRIAGE	NEW URGENT (NU)	URGENT REVIEW (UR)
VF Technician	Visual Fields	CAH	N/A	N/A	0
					**There are 34 patients on the routine review list to be seen by the end of Dec**

\*\*All visual field requests are at the consultants request so are always recorded as Reviews\*\*

WIT-22576

-----Original Message-----

From: Sara Long <[redacted]>  
 Sent: 08 January 2015 17:04  
 To: Carroll, Anita <[redacted]>  
 Subject: FW: Review of OP booking processes

"This email is covered by the disclaimer found at the end of the message."

Anita

I have just picked up a message that you wanted to discuss the review outpatient services. I will give you a call in the morning as unfortunately I have an appointment this evening that I have to leave to attend. I attach the correspondence that was sent to the Trust from Michael to Paula in respect of the review, as per the process with each Trust. I am unsure what further expectation you had in terms of communication on the part of the HSCB, as we have left that to Trust normal internal communication processes. However if there is an issue with anything beyond this I am happy to discuss, as the admin team had left before I picked up the message so I don't have the full detail.

I will speak to you in the morning.  
 Regards,

Sara

Sara Long (Groogan)  
 Assistant Director Performance Management Performance and Service Improvement HSCB  
 DD: [redacted]  
 BB: [redacted]

From: Beth Minnis  
 Sent: 08 December 2014 14:29  
 To: Paula Clarke ([redacted])  
 Cc: Sharon Radcliffe ([redacted]); Michael Bloomfield; Sara Long;  
 David McCormick; Maria Wright; Rosemary Hulatt; Lynne Charlton  
 Subject: Review of OP booking processes

Dear Ms Clarke

Please find attached correspondence sent on behalf of Michael Bloomfield, Director of Performance and Corporate Services, HSCB.

Beth Minnis | PA to Michael Bloomfield | Director of Performance and Corporate Services | Health and Social Care Board | 12-22 Linenhall Street | Belfast BT2 8BS | Tel: [redacted]

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Health and  
Social Care

## DATA ACCESS AGREEMENT

### Introduction

All Health and Social Care organisations (HSC) must ensure that when sharing HSC data, assurances are provided by the requesting organisations that they comply with the Data Protection Act (1998) and that they have relevant DPA Policies and Procedures in place which their staff are aware of.

Researchers undertaking studies and who require access to patient identifiable information and / or anonymous HSC data should follow the research protocol (Research Governance Framework for Health and Social Care in Northern Ireland).

The following Data Access Agreement must be completed by any organisation wishing to access HSC Trust data. It must be approved by the supplier organisation's Personal Data Guardian

Please refer to Appendix 2, 'Principles Governing Information Sharing' for guidance.

The form is divided into Sections (A-J) as detailed below:

- Section A:** Details of Requesting Organisation
- Section B:** Commissioning Organisation
- Section C:** Purpose of Data Use
- Section D:** Details of data items requested
- Section E:** Consent issues
- Section F:** Data Protection
- Section G:** Measures to prevent disclosure of Personal Identifiable Information
- Section H:** Data Retention
- Section I:** Declaration: Requesting Organisation
- Section J:** Declaration: Owner Organisation

**Appendix 1:** Data Destruction Notification

**Appendix 2:** Principles Governing Information Sharing

Please ensure that this form is returned to the Data Protection Officer:

<Name>  
<Email>  
<Telephone>

Internal Reference: \_\_\_\_\_

Title of Agreement	Audit of Outpatient Clinic Booking Practices
Date of Request	1 <sup>st</sup> December 2014

Please state if this is an update of an earlier application or a new application for personal identifiable information

An update of an earlier extract ☐

New application ☒

(A) Details of Requesting Organisation	
Name of Requesting Organisation:	
Health and Social Care Board	
Name of Authorised Officer Requesting Access to Trust Data (please print)	David McCormick, Maria Wright, Rosemary Hulatt, Lynne Charlton, Steven Turtle, Gail Weir
Position/Status	Service Improvement Manager
Address   Postcode	Performance Management & Service Improvement Directorate HSCB Linenhall Street BT2 8BS
Telephone Number	Personal Information redacted by the USI
Email Address	Personal Information redacted by the USI
Name and Telephone Number of Requesting Organisation or Personal Data Guardian	HSCB Data Guardian: Dr Sloan Harper, Integrated Care Directorate, 12-22 Linenhall Street, Belfast, BT2 8BS, Personal Information redacted by the USI

If you require the data to carry out work on behalf of another organisation, please complete section (B) below. If not, please go straight to section (C).

(B) Commissioning Organisation	
Name of Commissioning Organisation	n/a
Contact Name	
Title	
Contact Number	
Email Address	

(C) Purpose of Data Use
Please provide a list and description of the data to which the data applies, eg include all identifier attributes, (eg Name, Address, Postcode, Date of Birth, Gender, HSC Number, Diagnosis Code, Religion etc)
<b>HSCB staff will require access to the Trusts Patient Administration System,(PAS), and in particular the outpatient functionality and BOIS. They</b>

**will need to audit the patient journey from when the referral is received until the patient is booked into clinic and/or discharged.**  
**There may be the need to have access to the patient chart to verify some of the information.**

**(D) Details of 'Data Items' Required:**

Please provide a list and description of the data to which the request applies, eg include all identifier attributes, (eg Name, Address, Postcode, Date of Birth, Gender, HSC Number, Diagnosis Code, Religion etc)

- |                             |                                 |
|-----------------------------|---------------------------------|
| 1. Hospital Number_____     | 6. Priority Classification_____ |
| 2. Name_____                | 7. Clinic Booked to _____       |
| 3. Date of Referral_____    | 8. Appointment Outcome _____    |
| 4. Source of Referral_____  | 9. Date of Discharge_____       |
| 5. Reason for Referral_____ | 10. _____                       |

Please state in as much detail as possible, the purpose for which the data are required by the organisation named in section (A) including any record linking or matching to other data sources.

Please continue on a separate sheet if necessary or attach any relevant documentation.

As waiting times continue to increase the purpose of the audit is to ensure that patients are being booked in chronological order allowing for clinical priority. The audit will also cover how the Trust is complying with Integrated Elective Access Protocols (IEAP) such as discharge after DNA etc.

The audit will be carried out for a sample of the following specialities :

- Dermatology
- Gastroenterology
- General Medicine
- Macular
- Neurology
- Ophthalmology
- Oral Surgery
- Pain Management
- Thoracic Surgery
- Vascular
- Orthopaedic's

Justification of Purpose	
<p>Please indicate how you propose to process the data once received (eg to extract and anonymise Service User information; for auditing and monitoring of Service User care and treatment).</p>	<p>The booking processes around the specialities listed above will be examined through the audit. These specialities have been identified as having increasing waiting times and where a number of routine patients appear to have been seen out of chronological order.</p> <p>No data will be extracted from any system but the team will need access to PAS.</p>

System(s) from which Data is to be extracted (If Known) Please include sites or Geographical locations (If Known)	
<p>Data will not be extracted.</p> <p>Data will be viewed on PAS via the Outpatient functionality and correspondingly on BOIS for Orthopaedics.</p>	
<p>Is the Data to be Viewed only (V); or Viewed and Updated (U); or Transferred and Viewed (T)?</p>	<p>Please specify: Viewed only</p>
<p>Will Data contain Client Identifiable Details?</p>	<p><b>(Please Tick)</b></p> <p>Yes <input checked="" type="checkbox"/> No <input type="checkbox"/></p>

Preferred Method / Media of Data Transfer? (To be approved by the Trust)	Paper <input type="checkbox"/> On Line Access <input type="checkbox"/> Download <input type="checkbox"/> E-mail <input type="checkbox"/> Other <input type="checkbox"/> (Please specify) <u>N/A</u>
Frequency of transfers	Once Only <input type="checkbox"/> Frequently <input type="checkbox"/> (Please specify) <u>N/A</u>

<b>(E) Consent Issues</b>	
Do you have the individuals' consent?	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
If no, why is it not practical to obtain consent?	Volume of outpatient referrals / appointments that will potentially be viewed. Data will not be leaving the Trust and will be viewed in line with protocols followed by all staff in discharge of their admin duties.
Have you involved the individual(s) concerned?	No for reasons above.

<b>(F) Data Protection</b>	
Do you have a confidentiality / privacy policy?	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> The Data Protection Act 1998
Are confidentiality clauses included within contracts of all staff with access to the person identifiable information?	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
Are all staff trained and aware of their responsibilities under the Data Protection Act 1998 and adhere to the eight Data Protection Act Principles?	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> The Data Protection Act 1998

<b>(G) Measures to Prevent Disclosure of Person Identifiable Information</b>	
Will this data be accessed or transferred by you to another organisation?	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> (If Yes, please give details including in what country it will be stored)
How will you secure the information provided being transferred?	N/A
Provide details/copy of the ICT security policy for your organisation.	Attached
Provide confirmation that your organisation has Data Protection notification for purposes of analysis.	Yes
Describe the physical security arrangements for the location where person identifiable data is to be:	N/A
<ul style="list-style-type: none"> <li>– processed; and</li> <li>– stored (<i>if different to above</i>).</li> </ul>	

<b>System Information</b>	
Provide details of access and/or firewall controls implemented on the system, and measures to encrypt which are in place.	N/A

<b>(H) Data Retention</b>	
Please state the date by which you will be finished using the data.	N/A

<p>If the period which you require the data is greater than one year, please indicate the reasons. (The maximum data retention period is 2 years, after this time a review of the agreement is required)</p>	
<p>Describe the method of data destruction you will employ when you have completed your work using person identifiable data.</p>	N/A

**Please ensure that the Data Destruction Notification (Appendix 1) is completed within the specified retention period and returned to the Personnel Data Guardian.**

**(I) Declaration: Requesting Organisation****Data Protection Undertaking on Behalf of the Organisation Wishing to Access the Data**

My organisation requires access to the data specified and will conform to the Data Protection Act 1998 and the guidelines issued by the DHSSPS Executive in January 2009 in *"The Code of Practice on Protecting the Confidentiality of Service User Information"*.

I confirm that the information requested, and any information extracted from it,

- Is relevant to and not excessive for the stated purpose
- Will be used only for the stated purpose
- Will be stored securely
- Will be held no longer than is necessary for the stated purpose
- Will be disposed of fully and in such a way that it is not possible to reconstitute it.
- That all measures will be taken to ensure personal identifiable data will not be disclosed to third parties.
- The Health and Social Care organisation will be informed of the data being deleted / destroyed.

I (name:printed) \_\_\_\_\_ **XXXXX** \_\_\_\_\_, as the Authorised

Officer of (Organisation) \_\_\_\_\_ **XXXX** \_\_\_\_\_,

declare that I have read and understand my obligations and adhere to the conditions contained in this Data Access Agreement. **I undertake to notify the Health and Social Care organisation immediately any aspect of this agreement changes.**

**Signed:** \_\_\_\_\_

**(Personal Data Guardian)**

**Date:** \_\_\_\_\_

**(J) Declaration – Owner Organisation****DATA ACCESS AGREEMENT****I CONFIRM THAT:**

1. \*\*\*\*\* Health and Social Care organisation consents to the disclosure of the data specified, to the organisation identified in Section A of this form. The disclosure of the data conforms to the guidelines issued by the DHSSPS NI Code of Practice on Protecting Confidentiality of Service User Information, 2009.
2. The data covered by this agreement are: **(\*delete as appropriate)**
  - Either data which are exempt from the Data Protection Act 1998, or
  - Are notified under the Data Protection Act 1998 and their disclosure conforms to the current notification under The Act.

I (name) \_\_\_\_\_, as the Personal Data Guardian, declare that I agree to this Data Access Request.

**Signed:** \_\_\_\_\_

**(Personal Data Guardian)**

**Date:** \_\_\_\_\_

**Please note that this organisation has the right to inspect the premises and processes of the requesting organisation to ensure that they meet the requirements set out in the agreement.**

**Any loss, theft or corruption of the shared data by the requesting organisation must be immediately reported to the Personal Data Guardian of the owning organisation.**

**Appendix 1****Data Destruction Notification**

Authorised users of the person identifiable data have, under the terms and conditions of the Data Access Agreement, a requirement to destroy the data on or before the retention date stated in Section (H).

This form should be completed on destruction of the data, and returned to:-

**ADDRESS**

<b>(L) Data Destruction Notification</b>	
Name of Organisation	
Name of Authorised Officer (please print)	
Position/Status	
Address	
Telephone Number	
Mobile Number (Optional)	
Fax Number	
Email Address	
Title of Agreement	
Date Declaration Signed	
Date Data Received	
Date Data Destroyed	

Signature	
Date	

## Appendix 2 - Principles Governing Information Sharing<sup>1</sup>

Code of Practice 8 Good Practice Principles <sup>2</sup>	DPA Principles	Caldicott Principles <sup>3</sup>
<ol style="list-style-type: none"> <li>1. All organisations seeking to use confidential service user information should provide information to service users describing the information they want to use, why they need it and the choices the users may have.</li> <li>2. Where an organisation has a direct relationship with a service user then it should be aiming to implement procedures for obtaining the express consent of the service user.</li> <li>3. Where consent is being sought this should be by health and social care staff who have a direct relationship with the individual service user.</li> <li>4. 'Third Party' organisations seeking information other than for direct care should be seeking anonymised or pseudonymised data.</li> <li>5. Any proposed use must be of clear general good or of benefit to service users.</li> <li>6. Organisations should not collect secondary data on service users who opt out by specifically refusing consent.</li> <li>7. Service users and/or service user organisations should be involved in the development of any project involving the use of confidential information and the associated policies.</li> <li>8. To assist the process of pseudonymisation, the Health and Care Number should be used wherever possible.</li> </ol>	<ol style="list-style-type: none"> <li>1. Data should be processed fairly and lawfully.</li> <li>2. Data should be processed for limited, specified and lawful purposes and not further processed in any manner incompatible with those purposes.</li> <li>3. Processing should be adequate, relevant and not excessive.</li> <li>4. Data must be accurate and kept up to date.</li> <li>5. Data must not be kept longer than necessary.</li> <li>6. Data must be processed in line with the data subject's rights (including confidentiality rights and rights under article 8 of the Human Rights Act).</li> <li>7. Data must be kept secure and protected against unauthorised access.</li> <li>8. Data should not be transferred to other countries without adequate protection.</li> </ol>	<ol style="list-style-type: none"> <li>1. Justify the purpose(s) for using confidential information.</li> <li>2. Only use it when absolutely necessary.</li> <li>3. Use the minimum that is required.</li> <li>4. Access should be on a strict need-to-know basis.</li> <li>5. Everyone must understand his or her responsibilities.</li> <li>6. Understand and comply with the law.</li> </ol>

<sup>1</sup> These principles must be followed by health and social care organisations when considering use and disclosure of service user information.

<sup>2</sup> Code of Practice, paragraph 3.17.

<sup>3</sup> PDG Principles are adopted from the Caldicott Principles established in England and Wales.

## Review of Outpatient Booking Practices

### Terms of Reference for Trusts

#### Purpose

To provide assurance to the HSCB that the Trust is complying with Integrated Elective Access Protocols (IEAP) with a specific focus on the booking of patients in chronological order allowing for clinical priority.

#### Specialities To Be Reviewed

The following specialties will be reviewed-

- Dermatology,
- Gastroenterology
- General Medicine
- Macular
- Neurology
- Ophthalmology
- Oral Surgery
- Orthopaedics
- Pain Management
- Thoracic Surgery
- Vascular

These specialties have been selected as they have been identified as having an increase in the number of patients waiting in excess of 9 weeks and a high proportion of routine patients seen within 9 weeks.

#### Anticipated Steps

- 1) Review the patient journey from when the referral is received until the patient is booked into a clinic or discharged using Patient Administration System (PAS).
- 2) Data such as Hospital number, name, date of referral, source of referral, reason for referral, priority classification, clinic booked to and appoint outcome will be used for the review.

#### Deliverables

HSCB will compile a report by site and speciality detailing findings of the review. This report will be sent to the Trust for comment prior to being formally issued. The HSCB and relevant managers from the Trust will meet after comments are received to discuss findings.



Mrs Paula Clarke  
Director of Performance and Reform  
Southern HSC Trust  
Trust Headquarters  
Craigavon Area Hospital  
68 Lurgan Road  
PORTADOWN  
BT63 5QQ

*Performance and Corporate Services*

*HSC Board Headquarters  
12-22 Linenhall Street  
Belfast  
BT2 8BS*

Tel :  
Email:

Personal Information redacted by the  
USI

Personal Information redacted by the USI

Our Ref: MB289  
Date: 8 December 2014

Dear Paula

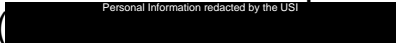
**Review of OP booking processes**

Further to our discussion at the recent Trust/HSCB performance meeting I am writing to outline the process for the review of OP booking processes to be undertaken by the Board's Scheduled Care Team.

The team will review the Trust's compliance with the Integrated Elective Access Protocol (IEAP) with a particular focus on patients being booked in chronological order, allowing for clinical priority. The terms of reference for the review are attached, and the BSO IT policy can be accessed via <http://intranet.bso.hscni.net/2126.htm> . A copy of the Data Access Agreement is also attached.

The team will review a range of specialties across a number of booking sites. The specialties that will be reviewed are;

- Dermatology
- Geriatric Medicine
- Ophthalmology (Belfast Outreach)
- Paediatrics
- Urology

It is intended that the review will commence on 12 January 2015 and will be completed by 23 January. Feedback will be provided to the Trust at the end of the review. I would ask that you make staff aware of the schedule outlined below and that a contact person for each booking centre is forwarded to Steven Turtle (  ) in advance of the review commencing.

Site	Date	Time	Staff Attending
Craigavon	12 January	9.00-17.00	Maria Wright
MEC	19 January	9.00-17.00	Maria Wright
Secretaries	19 January	9.00-17.00	Maria Wright
Follow Up (If required)	21/22/23 January	9.00-17.00	Maria Wright

If you have any queries or require any further details, please contact Sara Long  
 (Personal Information redacted by the USI) Assistant Director of Performance Management.

Yours sincerely

Personal Information redacted by the USI  
 [Redacted Signature]

**MICHAEL BLOOMFIELD**  
**Director of Performance and Corporate Services**

Enc Data Access Agreement  
 Terms of Reference

cc Sara Long, PMSI  
 David McCormick, PMSI  
 Maria Wright, PMSI  
 Rosemary Hulatt, PMSI  
 Lynne Charlton, PMSI



-----Original Message-----

From: Carroll, Anita <[redacted]>  
Sent: 08 July 2015 11:06  
To: Leeman, Lesley <[redacted]>  
Cc: Adams, Valerie <[redacted]>  
Subject: FW: Action - SHSCT Review of OP booking processes

Lesley could we get a word version of appendix 1

From: Leeman, Lesley  
Sent: 29 June 2015 22:20  
To: Carroll, Anita  
Cc: Lappin, Lynn  
Subject: Action - SHSCT Review of OP booking processes

Anita

Can I assume you will collate the necessary action plan to address the issues identified in Acute Services.

I am linking directly with CYP and OPPC regarding their actions and we can arrange to collate the responses into a single response on behalf of the Trust if you are content?

Lesley

Lesley Leeman  
Assistant Director Performance Improvement Southern Health and Social Care Trust Trust  
Headquarters  
68 Lurgan Road Portadown BT63 5QQ

Direct Dial Office: [redacted]  
Blackberry : [redacted]  
'You can follow us on Facebook and Twitter'

From: Magwood, Aldrina  
Sent: 26 June 2015 23:38  
To: McVeigh, Angela; Burns, Deborah; Morgan, Paul  
Cc: Carroll, Anita; Leeman, Lesley; Metcalfe, Fionnuala T  
Subject: Fwd: SHSCT Review of OP booking processes

Please see attached Report from a review of outpatient booking / compliance with IEAP booking procedures carried out by HSCB in January 15 . It sets out key findings in acute, paediatrics and geriatric medicine. Also attached as appendix is an action plan with timelines etc

Lesley - please link via directorates to draft initial response including any issues surrounding the proposed actions included in the recommendations / action plan

Fionnuala- please BF 30th July

Thanks  
Aldrina

Sent from my iPad

Begin forwarded message:

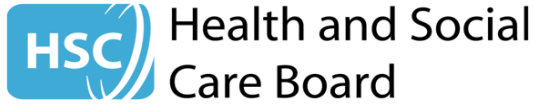
From: "Beth Minnis" <[Personal Information redacted by the USI]>  
To: "Magwood, Aldrina" <[Personal Information redacted by the USI]>  
Cc: "Michael Bloomfield" <[Personal Information redacted by the USI]>, "Sara Long" <[Personal Information redacted by the USI]>,  
"David McCormick" <[Personal Information redacted by the USI]>, "Maria Wright" <[Personal Information redacted by the USI]>,  
"Rosemary Hulatt" <[Personal Information redacted by the USI]>  
Subject: SHSCT Review of OP booking processes "This email is covered by the disclaimer found at the end of the message."

Dear Mrs Magwood

Please find attached correspondence sent on behalf of Michael Bloomfield, Director of Performance and Corporate Services, HSCB.

Beth Minnis | PA to Michael Bloomfield | Director of Performance and Corporate Services | Health and Social Care Board | 12-22 Linenhall Street | Belfast BT2 8BS | Tel: [Personal Information redacted by the USI]

"The information contained in this email and any attachments is confidential and intended solely for the attention and use of the named addressee(s). No confidentiality or privilege is waived or lost by any mistransmission. If you are not the intended recipient of this email, please inform the sender by return email and destroy all copies. Any views or opinions presented are solely those of the author and do not necessarily represent the views of HSCNI. The content of emails sent and received via the HSC network may be monitored for the purposes of ensuring compliance with HSC policies and procedures. While HSCNI takes precautions in scanning outgoing emails for computer viruses, no responsibility will be accepted by HSCNI in the event that the email is infected by a computer virus. Recipients are therefore encouraged to take their own precautions in relation to virus scanning. All emails held by HSCNI may be subject to public disclosure under the Freedom of Information Act 2000."



*Performance and Corporate Services*

*HSC Board Headquarters  
12-22 Linenhall Street  
Belfast  
BT2 8BS*

Mrs Aldrina Magwood  
Acting Director of Performance & Reform  
Southern HSC Trust  
Trust Headquarters  
Craigavon Area Hospital  
68 Lurgan Road  
PORTADOWN  
BT63 5QQ

*Tel :*  
*Email:*

Personal Information redacted by the USI

Personal Information redacted by the USI

Our Ref: MB334  
Date: 26 June 2015

Dear Aldrina

## **Review of OP booking processes**

Earlier this year, the HSCB Scheduled Care Team carried out a series of reviews of OP booking processes in all Trusts to assess compliance with the Integrated Elective Access Protocol (IEAP), with a particular focus on chronological management of patients.

The final version of the Report detailing the findings of the review in the Southern Trust is enclosed. The Report confirms that generally there is a high level of compliance with IEAP in the Trust. There are however a number of recommendations detailed in the appendix to the Report which will further strengthen the arrangements, and these should be addressed by the end of December 2015.

If you have any queries in relation to this Report or the actions to be taken, please contact Sara Long (Personal Information redacted by the USI) Assistant Director of Performance Management.

Yours sincerely

Personal Information redacted by the USI

**MICHAEL BLOOMFIELD**  
**Director of Performance and Corporate Services**

Enc Outpatient Pathway Review  
Appendix 1

cc Sara Long, PMSI  
David McCormick, PMSI  
Maria Wright, PMSI  
Rosemary Hulatt, PMSI



<b>Southern Trust – Appendix 1 RBC</b>		
<b>SUBJECT</b>	<b>RECOMMENDATION</b>	<b>TIMESCALES</b>
<b>Centralisation of registration function</b>	No actions arising.	
<b>Registration of referrals within 1 working day of receipt</b>	No actions arising.	
<b>Prioritisation of referrals:</b>  <b>Daily Triage for Red Flags</b>  <b>Within 3 working days for other referrals</b>	<ol style="list-style-type: none"> <li>1. Where the 3-day turnaround standard is not being met, a process should be agreed with clinicians whereby the referrers' priority is accepted and the booking staff proceed to book urgent appointments.</li> <li>2. The areas outlined with particular challenges with late triage / missing referrals should be escalated as a matter of urgency.</li> <li>3. A process should be put in place to ensure that all staff who book or make changes to appointments make the correct amendment to clinical priority type.</li> </ol>	By the end of September 2015
<b>Acknowledgement letter to patients within 5 working days of receipt / urgent booking letter issued</b>	<ol style="list-style-type: none"> <li>4. The regional guidance on booking principles should be implemented. Any patient to be appointed within 6 weeks of receipt of referral does not require an acknowledgement letter.</li> </ol>	By the end of September 2015
<b>Capacity planning at an operational level developed to support achievement of maximum waiting time guarantees</b>	<ol style="list-style-type: none"> <li>5. A process should be implemented to ensure that services provide 6 weeks' notice to RBC of clinic cancellations in respect of planned leave. Persistent lack of notice should be escalated and addressed.</li> <li>6. Clinic should be established on PAS where these are not in place for some paediatric services.</li> </ol>	By the end of September 2015

	<p>7. Late notification of additional clinics should be addressed and minimised where possible.</p> <p>8. A process should be put in place to ensure all rotas are available to the RBC in a timely manner to support the booking cycle.</p>	
<b>Booking Processes – All patients will have the opportunity to book their appointment</b>	No actions arising	
<b>Management of patients who Cancel or DNA their appointment</b>	No actions arising.	
<b>Training</b>	9. All booking staff should receive refresher training on the IEAP standards on a regular basis.	By the end of December 2015
<b>Geriatric Medicine Outpatient Pathway (Not booked Via RBC)</b>	<p>10. The use of clinical priority for patients to be appointed within days / a week should be reviewed and changed to urgent to more appropriately reflect clinical priority.</p> <p>11. The Acute and OPPC directorate should further scope the range and variation of practice by secretaries across sites and explore options for integration of elements within the RBC where possible.</p> <p>12. The principles of the IEAP should be applied to all areas where outpatients are administered with clear and consistent training for all staff. This may require upgrades / changes in the use of PAS functionality to support clinic management.</p>	By the end of September 2015

SOUTHERN HEALTH AND SOCIAL CARE TRUST

OUTPATIENT PATHWAY REVIEW

JANUARY 2015



## Contents

<b>Introduction.....</b>	<b>3</b>
<b>Methodology.....</b>	<b>3</b>
Outpatient specialties identified for review .....	3
Review Process .....	3
<b>Outpatient Review Findings (RBC) .....</b>	<b>5</b>
1. Registration and Triage.....	5
Registration.....	5
Triage.....	5
2. Clinic templates .....	6
3. Chronological Management.....	7
4. Booking Processes .....	8
5. Managing DNAs and Cancellations .....	9
6. Training.....	9
<b>Outpatient Review Findings (Geriatric Medicine) .....</b>	<b>9</b>

## Introduction

The HSCB highlighted apparent issues in relation to the chronological management of outpatients at the Trust Performance Management meetings. It appeared that some patient appointments were not being made in chronological order with some routine patients being seen within 3 weeks while others were waiting over 9 weeks. The HSCB decided to undertake a short pathway review to assess the systems and processes currently in place for the booking of outpatient services regionally to ensure they support the consistent application of the Integrated Elective Access Protocol (IEAP).

## Methodology

### *Outpatient specialties identified for review*

The performance against chronological management at speciality level within each Trust was analysed and those specialties with a higher percentage of routine new outpatients being seen out of chronological order were selected for review. In addition specialties where there was a particular concern regarding patients currently waiting over 9 weeks were also selected for review.

The specialties identified for review were;

1. Dermatology
2. Geriatric Medicine
3. Ophthalmology (Belfast Outreach)
4. Paediatrics
5. Urology

## Review Process

Each Trust was advised of the review process and specialties and dates agreed for review visits by PMSI staff. PMSI wrote to Trusts detailing the terms of reference for the review, the specialties involved, the agreed dates and Data Access Agreement in advance of the visits.

A template was developed to ensure a consistent approach across all Trusts/Sites and to provide a structure to the review. This allowed reviewers to ensure the Trust's compliance with the Integrated Elective Access Protocol (IEAP) with a particular focus on patients being booked in chronological order, allowing for clinical priority.

Staff from the HSCB's Elective Care Service Improvement Team held an initial meeting with the Trust Managers with responsibility for the booking office processes to discuss the format of the review and to go through the template and talk about the processes that were in place. They then visited the booking offices within each site speaking to the booking staff with responsibility for registration, managing the waiting lists and booking patients appointments. The team looked at the overall pathway for referrals from arriving within the Trust to discharge recording, although the main focus was the chronological management of patients using the IEAP guidelines.

The team spent time with the individual booking and administrative staff, for all of the previously identified specialties, on site directly observing working practices and discussing operational policy.

The team carried out random audits on patients that had been taken out of chronological order to ascertain why the patient had been seen earlier. The review focused on operational practice, highlighting areas of good practice as well as areas for improvement. Trust managers facilitated the process.

A Trust report was produced at the conclusion of each visit; this was informally shared with the Trust to discuss the findings and quality assure for factual accuracy.

**Outpatient Review Findings (Referral & Booking Centre)**

All of these specialties except Geriatric Medicine are administered by the central Referral and Booking Centre (RBC). Geriatric Medicine is not centrally administered and is currently managed by consultant secretaries on each site. The report will present the findings for the RBC managed specialties, followed by a section outlining the geriatric medicine arrangements.

**1. Registration and Triage****Registration**

- (a) The process for centralised receipt of referrals is robust. Referrals are received into a central point in Craigavon Area Hospital where they are opened, date stamped and sorted into specialty / team. Exceptionally, if a referral goes directly to consultants or other departments, secretaries know to date stamp and forward to the RBC where the referral is registered using the date of the date stamp.
- (b) The standard for registration of referrals within one working day is being met.
- (c) The process of registration, including correct recording of referrers' clinical urgency and other key information is robust and referrals forwarded to clinicians for triage.

**Triage**

In the SHSCT, red flag referrals and appointments are managed by a dedicated team. They are not administered by the RBC and are therefore not part of this review. Where red flags are downgraded, they will be forwarded to the RBC.

- (d) For urology, a new process of triage and booking was introduced in December 2014, and referrals are now hand delivered to the Thorndale Unit in the main OPD, several times a day for triage and referrals which have already been triaged collected and updated on PAS. For the majority of urology referrals, daily triage is now achieved, but there is a long-standing issue with turnaround time from one consultant and referrals not returned from triage continues to be a key issue for booking staff.
- (e) For the remainder of specialties, the turnaround time for triage is:
  - Paediatrics
    - The majority are within the 3-day standard, but there are occasions where it is considerably longer. At the time of the visit, a referral

from 1<sup>st</sup> October 14 had not been returned. There are also issues with lack of response when these are escalated.

- Consultants may also forward referrals to community teams or ambulatory service but do not advise the RBC where the registration will remain open.
  - Delays in triage can also lead to patients are being able to selected for booking from the PTL (as there are not details etc.) and this will lead to patients being selected out of turn
  - Dermatology
    - Referrals are triaged on a daily basis
  - Ophthalmology (Belfast Outreach)
    - Referrals are triaged same day (Mon / Thu) when the consultants are on site in CAH. For
- (f) When referrals are returned from triage, the PAS registration is updated and patients added to OPWL. On examination of patient level information for those patients who attended within 0-3 weeks, there were instances of priority type not reflecting the urgency with which patients attended. For example, a patient was referred as urgent, and booked into an urgent OP slot, but the priority type on PAS was routine. The red flag trackers, some secretaries and RBC staff have contributed to this and would indicate that further training is required with regard to updating PAS registration following triage or when clinical priority is changed.
- (g) All un-named referrals are pooled.
- (k) The Trust no longer issues an acknowledgement letter to routine patients on the outpatient pathway. This was stopped several years ago when waits were shorter and it delivered a financial saving for the Trust. However, as waits have increased, the RBC admits that they are now dealing with increasing levels of referrer / patient queries, which is not a good use of valuable resources.
- (l) There was a good local understanding of the timeframes within which urgent patients were to be booked and each clerk could describe these when asked.

## 2. Clinic templates

- (a) The clinic templates are carved out to new urgent, new routine and review slots in line with best practice. A small number of dedicated Protected Review slots have been allocated for patients following MDTs, although trackers will ask RBC if they can book into other slots where they need to. Good communication exists which helps maintain awareness of demand and capacity.

- (b) For Urology, since December 14, all clinic slots are designated red flags. Unallocated slots are notified to the RBC who book with patients from the PTL, selecting urgent patients first, and then proceeding to routines. Urgent patients are mostly being booked within 4-6 weeks, but the waiting time for new routine patients is currently at 40 weeks.
- (c) Available slots released from red flags for PTL patients can range from 2-6 slots depending on the day, but there never no slots freed up. Given the length of routine waits, there are plans in place to increase the number of clinic slots but these were not yet in place at the time of the visit.
- (d) The RBC manages urology templates for clinics at CAH, South Tyrone and also in the SWAH as there was high demand for clinics in Enniskillen to facilitate patients from the west of the Trust. Patients may have their new appointment at CAH/STH but can be reviewed at SWAH.

### **3. Chronological Management**

- (a) In the period April – October 2014, the number of new routine patients who were appointed in less than 6 weeks varied from 4% (urology) to 17% (paediatrics).
- (b) There are instances where the clinical priority of the patient may change during the course of their wait and may contribute to patients appearing to be appointed out of chronological order
- (c) There are some instances where non-RBC staff have booking rights, but this is limited and whilst it does not largely appear to interfere with chronological management, there were examples of where priority type was not correctly changed and should be addressed via training.
- (d) Timeliness of rotas is an issue (with the exception of dermatology) and is not always in line with the timescale required to support the booking cycle. For dermatology, capacity between ICATS and consultant clinics is being flexed to optimise booking, however the process for this is not always timely and leads to last minute booking and duplication (i.e. re-triage) and is not ideal.
- (e) Following triage in paediatrics, some patients will be suitable to be seen at staff grade clinics on a general consultant list. Waiting times for these clinics is much shorter than the general consultant clinics, and may be the main contributor to patients appearing to be selected out of turn.

- (f) Also in paediatrics, some clinics are only built at short notice and although staff will always attempt to select from the PTL, this will depend on patient availability. In addition, referrals not back from triage will impact on good chronological selection as missing referrals cannot be booked in turn.
- (g) For the Paediatric allergy clinics, booking staff are not permitted to book patients across CAH/DHH. There is one consultant on each site and they will not see the other's patients, even though the sub-specialisation is the same. Clinic slot times are 30 minutes for new and review patients, which is longer than typical slot times. This gives a potential for 8 slots in a typical four hour session, but some clinic templates only have 3 new and 3 review. Recently one was changed to 1 new and 5 review with approval of the Head of Service. The CAH consultant is on S/L and his clinics have been cancelled. Patients are not offered the opportunity to be seen at DHH. CAH patients will remain on a growing waiting list whilst the DHH patients continue to be appointed which contributes to poor chronological management at service level. This is outside the control of the RBC and needs to be addressed by the Directorate.
- (h) In some specialties, e.g. urology and ophthalmology, the RBC will be contacted by referrers with information about a change in clinical priority and a second referral usually sent in. Staff will administer this on the system, retaining the patient's original date but amending the clinical priority and appointment type. This can mean that sometimes urgent patients will appear to have waited longer than routines.

#### **4. Booking Processes**

- (a) PTLs have been developed and are produced weekly, but can be refreshed any time if required. All staff, from the RBC manager to the supervisors and clerks were clear on the importance of using the PTL and all clerks observed were using the PTL as the primary tool to identify patients for booking. Supervisors and clerks work together to identify the capacity available and escalate shortfalls.
- (b) The process for booking new routine and review patients is in line with regional guidance. In the new urology model, all patients are now telephone booked.
- (c) Additional clinics are a feature of most specialties, but the period of notice is an issue. Short notice clinics are frequently notified at a week (or less) notice, which means that the booking process cannot be followed and patients are contacted by phone. Even though patients will be selected from the PTL, it will contribute to patients being seen out of turn. This will also affect the paediatric consultants who

don't have set days of the week for their clinics (which are built at short notice) and this should be addressed by the Children and Young People's Directorate.

- (d) There is a general issue with short notice of cancelled clinics and six weeks' notice is not always provided. Patients already booked into clinics have to be re-booked and this will contribute to patients being seen out of turn.

## **5. Managing DNAs and Cancellations**

- (a) Where patients have had a choice in the date and time of their appointment and subsequently DNA, they are usually discharged, although this will vary within specialties. Where a clinical decision is made to reappoint at DNA, the patient will be selected in turn from the PTL.
- (b) Where patients cancel an appointment, the process for re-booking within 6 weeks is robust and patients are advised that in the event of a second cancellation they will be discharged.
- (c) A second appointment will usually be made at the time of cancellation and this will appear as if patients are being seen out of order. However, in Urology, it is rarely possible to re-book a patient at the time of cancellation due to lack of available slots and patients will be re-booked in turn.

## **6. Training**

- (a) Staff are aware of the IEAP and were able to show examples of local policies and procedures to follow. There is an ongoing process for refresher training on IEAP, which will include specific training for all relevant staff on correct recording of clinical priority type. The RBC Manager is happy to consider making this a more formal process.

## **Outpatient Review Findings (Geriatric Medicine)**

- (a) Geriatric Medicine outpatients are not managed centrally via the RBC, but continue to be administered by consultant secretaries. Clinics take place on the Craigavon, South Tyrone, Daisy Hill, Lurgan and Mullinure sites. This visit focussed on the CAH site, but from discussion with supervisors the findings are largely applicable to all sites. In addition, patients will be booked into other clinics by fracture liaison staff

to be seen by Ortho-geriatricians and these are not managed by geriatric medicine staff.

- (b) Secretaries on each site, for each consultant, administer patients for clinics on those sites. Where an individual consultant has clinics on two sites, their patients will be administered by different secretaries.
- (c) The IEAP for the outpatient pathway has not been implemented and therefore the processes for management of referrals from receipt of referral to discharge are not in line with the remainder of the Trust's processes or with regional guidance.
- (d) There are clear examples of good practice, including:
  - daily triage
  - timely notification of leave
  - robust management of patients who cancel or DNA
  - fast access appointments for many clinics, including TIA
- (e) However, there are fundamentals not in place such as:
  - Referrals are not routinely date stamped on receipt (some may have the date hand-written)
  - Referrals are not registered until after they have been seen / graded by the consultant, although this is usually within 1-2 days.
  - The referrer's priority is not recorded on the registration. It is always recorded as per the consultants' priority.
  - Clinical priority is not given as urgent or routine, rather an indication of when the patient needs to be appointed. Patients registered on PAS as routine
  - Patients are not managed on a waiting list and are booked directly in clinics.
  - Clinic templates are set up only for new routine patients
  - Patients to be seen within a matter of days will be telephoned. Other patients receive fixed appointments.
  - There is no ability to book into clinics on other sites, even for the same consultant.
  - There is no PTL.
- (f) From discussion with the secretaries, the main contributor to patients appearing to be seen out of chronological order is the practice of recording most referrals as routine. For example, consultants will direct patients to be a TIA clinic either within 1-2 days or next week. The patients to be seen within 1-2 days are considered as "urgent" as they need to be booked first and the patients to be seen

next week as “routine” as they will be booked next. However, all are defaulted and registered on the system as clinical priority 1 = routine. In comparison, a number of routine patients waited > 9 weeks for an appointment with an orthogeriatrician who has fracture clinics and these are infrequent, with long waits. Clearly, there is an issue over the use of the routine category for the TIA / other rapid access clinics which would explain a significant proportion of the routine patients seen within 3 weeks whilst others waited longer.

- (g) The range of clinics within geriatric medicine are complex and span acute and community services, with both the Acute and Older People & Primary Care Directorates involved. The processes for referral management etc. should be brought in line with regional best practice with a reduction in duplication where possible. There would be merit in the Trust scoping the potential for consolidation of suitable elements into the RBC and this will require additional clerical resource into the RBC. The ability to maintain rapid access for e.g. TIA patients must be secured.

-----Original Message-----

From: Lappin, Aideen <[REDACTED]>  
Sent: 05 August 2015 08:41  
To: Carroll, Anita <[REDACTED]>  
Subject: RE: YOU KNOW THE ACTION plan

Yes its on your desk sorry also attached

From: Carroll, Anita  
Sent: 04 August 2015 16:39  
To: Lappin, Aideen  
Subject: YOU KNOW THE ACTION plan

For me to discuss with Lesley  
Did katherine send me an update ?

Anita

-----  
Mrs Anita Carroll  
Assistant Director of Acute Services  
Functional Support Services and Service Improvement

Tel: [REDACTED]  
Fax: [REDACTED]

Click on the link to access the Functional Support Services Sharepoint page

P Please consider the environment before printing this email

Southern Trust – Appendix 1 RBC			
SUBJECT	RECOMMENDATION	TRUST RESPONSE	TIMESCALES
Centralisation of registration function	No actions arising.		
Registration of referrals within 1 working day of receipt	No actions arising.		
<b>Prioritisation of referrals:</b>  <b>Daily Triage for Red Flags</b>  <b>Within 3 working days for other referrals</b>	<ol style="list-style-type: none"> <li>Where the 3-day turnaround standard is not being met, a process should be agreed with clinicians whereby the referrers' priority is accepted and the booking staff proceed to book urgent appointments.</li> <li>The areas outlined with particular challenges with late triage / missing referrals should be escalated as a matter of urgency.</li> <li>A process should be put in place to ensure that all staff who book or make changes to appointments make the correct amendment to clinical priority type.</li> </ol>	<ol style="list-style-type: none"> <li>This process has largely been agreed and most clinicians are meeting the 3/5-day turnaround however the Trust will formalise this with all specialities.</li> <li>Based on the Trust response to item 1 above this issue is addressed.</li> <li><b>This matter has been addressed with all booking staff.</b></li> </ol>	By the end of September 2015

<b>Acknowledgement letter to patients within 5 working days of receipt / urgent booking letter issued</b>	4. The regional guidance on booking principles should be implemented. Any patient to be appointed within 6 weeks of receipt of referral does not require an acknowledgement letter.	4. Although the Trust is not able to appoint patients within 6 weeks the Trust will not be reverting to sending an acknowledgement letter but hopes to have waiting time information displayed on the Trust internet and other communications. <b>AC to speak to DB</b>	By the end of September 2015
<b>Capacity planning at an operational level developed to support achievement of maximum waiting time guarantees</b>	5. A process should be implemented to ensure that services provide 6 weeks' notice to RBC of clinic cancellations in respect of planned leave. Persistent lack of notice should be escalated and addressed.  6. Clinic should be established on PAS where these are not in place for some paediatric services.  7. Late notification of additional clinics should be addressed and minimised where possible.  8. A process should be put in place to ensure all rotas are available to the RBC in a timely manner to support the booking cycle.	<b>5. A form will be filled in each week by each team leader and offending specialties will be escalated to the AD.</b>  <b>6. HOS/Ads should be reminded of impact of this. CR – A number of Paediatric Consultants do not have regular clinic slots resulting in RBC being notified of clinics at short notice e.g. details of Dr Quinn's August clinics received 29/7/15. Regular clinic slots need to be established. CR to notify KR on regular basis.</b>	By the end of September 2015

		<p>7. Based on the Trust response to item 6 above this issue is addressed.</p> <p>8. The RBC Manager does raise issues about late notification of rotas at the weekly performance meetings however the Trust will put in place a formal process regarding this.</p> <p><b>Where this continues to happen the Booking Manager will escalate to the AD.</b></p>	
<b>Booking Processes – All patients will have the opportunity to book their appointment</b>	No actions arising		
<b>Management of patients who Cancel or DNA their appointment</b>	No actions arising.		
<b>Training</b>	9. All booking staff should receive refresher training on the IEAP standards on a regular basis.	9. This recommendation is accepted and the Trust has begun to do on a team by team basis.	By the end of December 2015
<b>Geriatric Medicine Outpatient Pathway (Not booked Via</b>	10. The use of clinical priority for patients to be appointed within days / a week should be reviewed and changed to	10. <b>KR &amp; LC - This will be reviewed with Secretarial staff that add the patients to</b>	By the end of September 2015

RBC)	<p>urgent to more appropriately reflect clinical priority.</p> <p>11. The Acute and OPPC directorate should further scope the range and variation of practice by secretaries across sites and explore options for integration of elements within the RBC where possible.</p> <p>12. The principles of the IEAP should be applied to all areas where outpatients are administered with clear and consistent training for all staff. This may require upgrades / changes in the use of PAS functionality to support clinic management.</p>	<p><b>waiting lists.</b></p> <p>11. <b>KR &amp; LC</b>  <b>The RBC cannot take anything extra on at the minute but this is in future plans. In the meantime booking practice across sites will be streamlined – we only have responsibility for Acute though?</b></p> <p>12. <b>LC - staff training on Acute sites will be refreshed on the principles of the IEAP.</b></p>	
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**From:** Robinson, Katherine <[REDACTED]>  
**Sent:** 15 May 2022 21:23  
**To:** Carroll, Anita <[REDACTED]>  
**Subject:** Urology - AOB missing triage.xlsx

This is the PTL which shows MTNL in the comment field that was visible to everyone.

## UROLOGY

Hosp	CHI Number	Casenote	Forenames	Surname	Age	Telephone	Telephone Work	Telephone Mobile	Spec Code	Cons Code	Priority	Referral Source	Reason for Referral	Referral Date Only	Current Date	Date Booked (Y/N)	Appt Date	Non Clinical Comments	Clinic Identifier/Code	WL Code	WL Cnc Code	Weeks Waiting
Personal Information redacted by the USJ									URO	AOB	ROUTINE	OC	ADV	28/07/2015	28/07/2015	N		AC 300316 *MTNL - AOB ONLY* LTR IN FOLDER		CU2N		72
									URO	AOB	ROUTINE	GPR	ADV	27/08/2015	27/08/2015	N		AC 300316 *MTNL*		CU2N		68
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									URO	AOB	ROUTINE	GPR	ADV	27/08/2015	27/08/2015	N		AC 300316 *MTNL*		CU2N		68
									URO	AOB	ROUTINE	GPR	ADV	27/08/2015	27/08/2015	N		AC 300316 *MTNL*		CU2N		68
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Personal Information redacted by the USI

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Personal Information redacted by the USI

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URO	AOB	URGENT	GPU	ADV	11/02/2016	11/02/2016	N		AC 140416 *MTNL*		CU2NU		44
URO	GURO	ROUTINE	GPR	ADV	11/02/2016	11/02/2016	N		AC 140416 *MTNL*		EURONR		44
URO	GURO	URGENT	GPU	ADV	11/02/2016	11/02/2016	N		AC 140416 *MTNL*		EURONU		44
URO	GURO	URGENT	GPU	ADV	11/02/2016	11/02/2016	N		AC 140416 *MTNL*		EURONU		44
URO	AOB	ROUTINE	GPR	ADV	12/02/2016	12/02/2016	N		AC 140416 *MTNL*		CU2N		44
URO	AOB	ROUTINE	OC	ADV	12/02/2016	12/02/2016	N		AC 140416 *MTNL* SEE AOB		CU2N		44
URO	AOB	ROUTINE	GPR	ADV	12/02/2016	12/02/2016	N		AC 140416 *MTNL*		CU2N		44
URO	AOB	URGENT	GPU	ADV	12/02/2016	12/02/2016	N		AC 140416 *MTNL*		CU2NU		44
URO	AOB	URGENT	GPU	ADV	12/02/2016	12/02/2016	N		AC 140416 *MTNL*		CU2NU		44
URO	AOB	URGENT	GPU	ADV	12/02/2016	12/02/2016	N		AC 140416 *MTNL*		CU2NU		44
URO	AOB	ROUTINE	GPR	ADV	15/02/2016	15/02/2016	N		AC 140416 *MTNL*		CU2N		43
URO	AOB	ROUTINE	GPR	ADV	15/02/2016	15/02/2016	N		AC 140416 *MTNL*		CU2N		43

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URO	AOB	ROUTINE	GPR	ADV	15/02/2016	15/02/2016	N		AC 140416 *MTNL*		CU2N		43
URO	AOB	ROUTINE	GPR	ADV	15/02/2016	15/02/2016	N		AC 140416 *MTNL*		CU2N		43
URO	AOB	ROUTINE	GPR	ADV	15/02/2016	15/02/2016	N		AC 140416 *MTNL*		CU2N		43
URO	AOB	ROUTINE	GPR	ADV	15/02/2016	15/02/2016	N		AC 140416 *MTNL*		CU2N		43
URO	AOB	ROUTINE	GPR	ADV	15/02/2016	15/02/2016	N		AC 140416 *MTNL*		CU2N		43
URO	AOB	ROUTINE	GPR	ADV	15/02/2016	15/02/2016	N		AC 140416 *MTNL*		CU2N		43
URO	AOB	URGENT	GPU	ADV	15/02/2016	15/02/2016	N		AC 1407416 *MTNL*		CU2NU		43
URO	AOB	URGENT	GPU	ADV	15/02/2016	15/02/2016	N		AC 140416 *MTNL*		CU2NU		43
URO	AOB	ROUTINE	GPR	ADV	16/02/2016	16/02/2016	N		AC 140416 *MTNL*		CU2N		43
URO	AOB	ROUTINE	GPR	ADV	16/02/2016	16/02/2016	N		AC 160216 *MTNL*		CU2N		43
URO	AOB	ROUTINE	GPR	ADV	16/02/2016	16/02/2016	N		AC 140416 *MTNL*		CU2N		43
URO	AOB	ROUTINE	GPR	ADV	16/02/2016	16/02/2016	N		AC 140416 *MTNL*		CU2N		43
URO	AOB	URGENT	OH	ADV	16/02/2016	16/02/2016	N		AC 140416 *MTNL*		CU2NU		43
URO	AOB	URGENT	GPR	ADV	16/02/2016	16/02/2016	N		AC 140416 *MTNL*		CU2NU		43
URO	AOB	URGENT	GPU	ADV	16/02/2016	16/02/2016	N		AC 140416 *MTNL*		CU2NU		43
URO	GURO	URGENT	OC	ADV	07/03/2016	07/03/2016	N		AC 080616 MTNL		EURONU		40
URO	AOB	URGENT	OC	ADV	16/03/2016	16/03/2016	N		AC 040616 MTNL *SEE AOB		CU2NU		39
URO	AOB	URGENT	GPU	ADV	21/03/2016	21/03/2016	N		AC 240516 MTNL SEE AOB		CU2NU		38
URO	AOB	ROUTINE	GPR	ADV	24/03/2016	24/03/2016	N		AC 080616 MTNL		CU2N		38

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JRO	AOB	ROUTINE	GPR	ADV	24/03/2016	24/03/2016	N		AC 080616 MTNL		CU2N		38
JRO	AOB	ROUTINE	GPR	ADV	24/03/2016	24/03/2016	N		AC 040616 MTNL		CU2N		38
JRO	AOB	ROUTINE	GPR	ADV	24/03/2016	24/03/2016	N		AC 040616 MTNL		CU2N		38
JRO	AOB	ROUTINE	GPR	ADV	24/03/2016	24/03/2016	N		AC 080616 MTNL		CU2N		38
JRO	AOB	ROUTINE	GPR	ADV	24/03/2016	24/03/2016	N		AC 040616 MTNL		CU2N		38
JRO	AOB	ROUTINE	GPR	ADV	24/03/2016	24/03/2016	N		AC 040616 MTNL		CU2N		38
JRO	AOB	ROUTINE	GPR	ADV	24/03/2016	24/03/2016	N		AC 040616 MTNL		CU2N		38
JRO	AOB	ROUTINE	GPR	ADV	24/03/2016	24/03/2016	N		AC 040616 MTNL		CU2N		38
JRO	AOB	ROUTINE	GPR	ADV	24/03/2016	24/03/2016	N		AC 040616 MTNL		CU2N		38
JRO	AOB	URGENT	GPU	ADV	24/03/2016	24/03/2016	N		AC 080616 MTNL		CU2NU		38
JRO	AOB	URGENT	GPU	ADV	24/03/2016	24/03/2016	N		AC 040616 MTNL		CU2NU		38
JRO	AOB	ROUTINE	GPR	ADV	25/03/2016	25/03/2016	N		AC 160816 MTNL		CU2N		38
JRO	AOB	ROUTINE	GPR	ADV	25/03/2016	25/03/2016	N		AC 040616 MTNL		CU2N		38
JRO	AOB	ROUTINE	GPR	ADV	25/03/2016	25/03/2016	N		AC 040616 MTNL		CU2N		38
JRO	AOB	ROUTINE	GPR	ADV	25/03/2016	25/03/2016	N		AC 040616 MTNL		CU2N		38
JRO	GURO	ROUTINE	GPR	ADV	25/03/2016	25/03/2016	N		AC 040616 MTNL		EURONR		38
JRO	AOB	ROUTINE	GPR	ADV	30/03/2016	30/03/2016	N		AC 080616 MTNL		CU2N		37
JRO	AOB	ROUTINE	GPR	ADV	30/03/2016	30/03/2016	N		AC 160816 MTNL		CU2N		37
JRO	AOB	ROUTINE	GPR	ADV	30/03/2016	30/03/2016	N		AC 160816 MTNL		CU2N		37

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URO	AOB	ROUTINE	GPR	ADV	30/03/2016	30/03/2016	N		AC 080616 MTNL		CU2N		37
URO	AOB	ROUTINE	GPR	ADV	30/03/2016	30/03/2016	N		AC 160816 *MTNL*		CU2N		37
URO	AOB	URGENT	GPU	ADV	30/03/2016	30/03/2016	N		AC 160816 MTNL		CU2NU		37
URO	AOB	URGENT	GPR	ADV	30/03/2016	30/03/2016	N		AC 080616 MTNL *NEW REF 250716 URGENT** **DNS NCCT**		CU2NU		37
URO	AOB	URGENT	GPU	ADV	30/03/2016	30/03/2016	N		AC 160816 MTNL		CU2NU		37
URO	AOB	URGENT	GPU	ADV	30/03/2016	30/03/2016	N		AC 160816 *MTNL*		CU2NU		37
URO	AOB	URGENT	GPU	ADV	30/03/2016	30/03/2016	N		AC 160816 *MTNL*		CU2NU		37
URO	AOB	ROUTINE	OC	ADV	19/04/2016	19/04/2016	N		AC 250516 NAMED AOB *MTNL*		CU2N		34
URO	AOB	ROUTINE	GPR	ADV	21/04/2016	21/04/2016	N		AC 250516 *MTNL* SEE AOB		CU2N		34
URO	AOB	ROUTINE	GPR	ADV	25/04/2016	25/04/2016	N		AC 250516 SEE AOB *MTNL*		CU2N		33
URO	AOB	ROUTINE	OC	ADV	25/04/2016	25/04/2016	N		AC 090816 *MTNL* SEE AOB		CU2N		33
URO	GURO	ROUTINE	GPR	ADV	04/05/2016	04/05/2016	N		AC 090816 *MTNL*		EURONR		32
URO	AOB	ROUTINE	GPR	ADV	05/05/2016	05/05/2016	N		AC 090816 *MTNL*		CU2N		32
URO	AOB	ROUTINE	GPR	ADV	05/05/2016	05/05/2016	N		AC 090816 *MTNL*		CU2N		32
URO	AOB	ROUTINE	OC	ADV	05/05/2016	05/05/2016	N		AC 090816 *MTNL* ANY CONS		CU2N		32
URO	AOB	URGENT	GPU	ADV	05/05/2016	05/05/2016	N		AC 090816 *MTNL*		CU2NU		32
URO	AOB	URGENT	GPU	ADV	05/05/2016	05/05/2016	N		AC 090816 *MTNL*		CU2NU		32
URO	AOB	URGENT	GPU	ADV	05/05/2016	05/05/2016	N		AC 090816 *MTNL*		CU2NU		32
URO	GURO	ROUTINE	GPR	ADV	05/05/2016	05/05/2016	N		AC 090816 *MTNL*		EURONR		32

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URO	AOB	ROUTINE	GPR	ADV	06/05/2016	06/05/2016	N		AC 0908146 *MTNL*		CU2N		32
URO	AOB	ROUTINE	GPR	ADV	06/05/2016	06/05/2016	N		AC 090816 *MTNL*		CU2N		32
URO	AOB	ROUTINE	AE	ADV	06/05/2016	06/05/2016	N		AC 090816 *MTNL*		CU2N		32
URO	AOB	ROUTINE	GPR	ADV	06/05/2016	06/05/2016	N		AC 090816 *MTNL*		CU2N		32
URO	AOB	ROUTINE	GPR	ADV	06/05/2016	06/05/2016	N		AC 090816 *MTNL*		CU2N		32
URO	AOB	URGENT	GPU	ADV	06/05/2016	06/05/2016	N		AC 090816 *MTNL*		CU2NU		32
URO	AOB	URGENT	GPU	ADV	06/05/2016	06/05/2016	N		AC 090816 *MTNL*		CU2NU		32
URO	AOB	URGENT	GPU	ADV	06/05/2016	06/05/2016	N		AC 090816 *MTNL*		CU2NU		32
URO	GURO	ROUTINE	GPR	ADV	06/05/2016	06/05/2016	N		AC 090816 *MTNL*		EURONR		32
URO	GURO	URGENT	GPR	ADV	06/05/2016	06/05/2016	N		AC 090816 *MTNL* - 2ND LTR 251116 URGENT		EURONU		32
URO	AOB	ROUTINE	AE	ADV	08/05/2016	08/05/2016	N		AC 090816 *MTNL*		CU2N		32
URO	AOB	ROUTINE	AE	ADV	08/05/2016	08/05/2016	N		AC 090816 *MTNL*		CU2N		32
URO	AOB	ROUTINE	GPR	ADV	09/05/2016	09/05/2016	N		AC 090816 *MTNL*		CU2N		31
URO	AOB	ROUTINE	GPR	ADV	09/05/2016	09/05/2016	N		AC 090816 *MTNL*		CU2N		31
URO	AOB	ROUTINE	GPR	ADV	09/05/2016	09/05/2016	N		AC 090816 *MTNL* **WILLING TO TAKE CANCELLATION		CU2N		31
URO	AOB	ROUTINE	GPR	ADV	09/05/2016	09/05/2016	N		AC 090816 *MTNL*		CU2N		31
URO	AOB	ROUTINE	GPR	ADV	09/05/2016	09/05/2016	N		AC 090816 *MTNL*		CU2N		31
URO	AOB	URGENT	GPU	ADV	09/05/2016	09/05/2016	N		AC 090816 *MTNL*		CU2NU		31
URO	AOB	URGENT	GPU	ADV	09/05/2016	09/05/2016	N		AC 090816 *MTNL*		CU2NU		31

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URO	AOB	URGENT	GPU	ADV	09/05/2016	09/05/2016	N		AC 090816 *MTNL*		CU2NU		31
URO	AOB	URGENT	GPU	ADV	09/05/2016	09/05/2016	N		AC 090816 *MTNL*		CU2NU		31
URO	GURO	ROUTINE	GPR	ADV	09/05/2016	09/05/2016	N		AC 090816 *MTNL*		EURONR		31
URO	GURO	URGENT	GPU	ADV	09/05/2016	09/05/2016	N		AC 090816 *MTNL*		EURONU		31
URO	AOB	ROUTINE	GPR	ADV	10/05/2016	10/05/2016	N		AC 090816 *MTNL*		CU2N		31
URO	AOB	ROUTINE	GPR	ADV	10/05/2016	10/05/2016	N		AC 090816 *MTNL*		CU2N		31
URO	AOB	ROUTINE	GPR	ADV	10/05/2016	10/05/2016	N		AC 090816 *MTNL*		CU2N		31
URO	AOB	ROUTINE	GPR	ADV	10/05/2016	10/05/2016	N		AC 090816 *MTNL*		CU2N		31
URO	AOB	ROUTINE	GPR	ADV	10/05/2016	10/05/2016	N		AC 090816 *MTNL*		CU2N		31
URO	AOB	ROUTINE	GPR	ADV	10/05/2016	10/05/2016	N		AC 090816 *MTNL*		CU2N		31
URO	AOB	ROUTINE	GPR	ADV	10/05/2016	10/05/2016	N		AC 090816 *MTNL*		CU2N		31
URO	AOB	ROUTINE	GPR	ADV	10/05/2016	10/05/2016	N		AC 090816 *MTNL*		CU2N		31
URO	AOB	ROUTINE	GPR	ADV	10/05/2016	10/05/2016	N		AC 090816 *MTNL*		CU2N		31
URO	AOB	URGENT	GPU	ADV	10/05/2016	10/05/2016	N		AC 090816 *MTNL*		CU2NU		31
URO	AOB	URGENT	GPU	ADV	10/05/2016	10/05/2016	N		AC 090816 *MTNL*		CU2NU		31
URO	AOB	URGENT	GPU	ADV	10/05/2016	10/05/2016	N		AC 090816 *MTNL*		CU2NU		31
URO	GURO	ROUTINE	GPR	ADV	10/05/2016	10/05/2016	N		AC 090816 *MTNL*		EURONR		31
URO	AOB	ROUTINE	GPR	ADV	11/05/2016	11/05/2016	N		AC 090816 *MTNL*		CU2N		31
URO	AOB	ROUTINE	GPR	ADV	11/05/2016	11/05/2016	N		AC 090816 *MTNL*		CU2N		31

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URO	AOB	ROUTINE	GPR	ADV	11/05/2016	11/05/2016	N		AC 090816 *MTNL*		CU2N		31
URO	AOB	ROUTINE	GPR	ADV	11/05/2016	11/05/2016	N		AC 090816 *MTNL*		CU2N		31
URO	AOB	ROUTINE	GPR	ADV	11/05/2016	11/05/2016	N		AC 090816 *MTNL*		CU2N		31
URO	AOB	URGENT	GPU	ADV	11/05/2016	11/05/2016	N		AC 090816 *MTNL*		CU2NU		31
URO	AOB	ROUTINE	GPR	ADV	26/05/2016	26/05/2016	N		AC 090816 *MTNL* CHILD SEE AOB		CU2N		29
URO	GURO	URGENT	GPU	ADV	01/06/2016	01/06/2016	N		AC 090816 *MTNL*		EURONU		28
URO	AOB	ROUTINE	GPR	ADV	02/06/2016	02/06/2016	N		AC 090816 *MTNL*		CU2N		28
URO	AOB	ROUTINE	GPR	ADV	02/06/2016	02/06/2016	N		AC 090816 *MTNL*		CU2N		28
URO	AOB	ROUTINE	GPR	ADV	02/06/2016	02/06/2016	N		AC 090816 *MTNL*		CU2N		28
URO	AOB	ROUTINE	GPR	ADV	02/06/2016	02/06/2016	N		AC 090816 *MTNL*		CU2N		28
URO	AOB	URGENT	AE	ADV	02/06/2016	02/06/2016	N		AC 090816 *MTNL*		CU2NU		28
URO	GURO	ROUTINE	GPR	ADV	02/06/2016	02/06/2016	N		AC 090816 *MTNL*		EURONR		28
URO	AOB	ROUTINE	AE	ADV	03/06/2016	03/06/2016	N		AC 090816 *MTNL*		CU2N		28
URO	AOB	ROUTINE	GPR	ADV	03/06/2016	03/06/2016	N		AC 090816 *MTNL*		CU2N		28
URO	GURO	ROUTINE	GPR	ADV	03/06/2016	03/06/2016	N		AC 090816 *MYNL*		EURONR		28
URO	AOB	ROUTINE	GPR	ADV	06/06/2016	06/06/2016	N		AC 090816 *MTNL*		CU2N		27
URO	AOB	ROUTINE	GPR	ADV	06/06/2016	06/06/2016	N		AC 090816 *MTNL*		CU2N		27
URO	AOB	URGENT	GPU	ADV	06/06/2016	06/06/2016	N		AC 090816 *MTNL*		CU2NU		27
URO	AOB	URGENT	AE	ADV	06/06/2016	06/06/2016	N		AC 090816 *MTNL*		CU2NU		27

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URO	AOB	URGENT	GPU	ADV	06/06/2016	06/06/2016	N		AC 090816 *MTNL*		CU2NU		27
URO	AOB	URGENT	AE	ADV	06/06/2016	06/06/2016	N		AC 090816 *MTNL*		CU2NU		27
URO	AOB	URGENT	GPU	ADV	06/06/2016	06/06/2016	N		AC 090816 *MTNL*		CU2NU		27
URO	AOB	URGENT	GPU	ADV	06/06/2016	06/06/2016	N		AC 090816 *MTNL*		CU2NU		27
URO	AOB	URGENT	GPR	ADV	06/06/2016	06/06/2016	N		AC 090816 *MTNL*		CU2NU		27
URO	GURO	ROUTINE	GPR	ADV	06/06/2016	06/06/2016	N		AC 090816 *MTNL*		EURONR		27
URO	GURO	ROUTINE	GPR	ADV	06/06/2016	06/06/2016	N		AC 090816 *MTNL*		EURONR		27
URO	AOB	ROUTINE	GPR	ADV	07/06/2016	07/06/2016	N		AC 090816 *MTNL*		CU2N		27
URO	AOB	ROUTINE	GPR	ADV	07/06/2016	07/06/2016	N		AC 090816 *MTNL*		CU2N		27
URO	AOB	ROUTINE	GPR	ADV	07/06/2016	07/06/2016	N		AC 090816 *MTNL*		CU2N		27
URO	AOB	ROUTINE	GPR	ADV	07/06/2016	07/06/2016	N		AC 090816 *MTNL*		CU2N		27
URO	AOB	ROUTINE	GPR	ADV	07/06/2016	07/06/2016	N		AC 090816 *MTNL*		CU2N		27
URO	AOB	ROUTINE	GPR	ADV	07/06/2016	07/06/2016	N		AC 090816 *MTNL*		CU2N		27
URO	AOB	ROUTINE	GPR	ADV	07/06/2016	07/06/2016	N		AC 090816 *MTNL*		CU2N		27
URO	AOB	URGENT	GPU	ADV	07/06/2016	07/06/2016	N		AC 090816 *MTNL*		CU2NU		27
URO	AOB	URGENT	GPU	ADV	07/06/2016	07/06/2016	N		AC 090816 *MTNL*		CU2NU		27
URO	AOB	URGENT	GPU	ADV	07/06/2016	07/06/2016	N		AC 090816 *MTNL*		CU2NU		27
URO	AOB	ROUTINE	GPR	ADV	08/06/2016	08/06/2016	N		AC 090816 *MTNL*		CU2N		27
URO	AOB	ROUTINE	GPR	ADV	08/06/2016	08/06/2016	N		AC 090816 *MTNL*		CU2N		27

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URO	AOB	ROUTINE	GPR	ADV	08/06/2016	08/06/2016	N		AC 090816 *MTNL*		CU2N		27
URO	AOB	ROUTINE	GPR	ADV	08/06/2016	08/06/2016	N		AC 090816 *MTNL*		CU2N		27
URO	AOB	ROUTINE	GPR	ADV	08/06/2016	08/06/2016	N		AC 090816 *MTNL*		CU2N		27
URO	AOB	ROUTINE	GPR	ADV	08/06/2016	08/06/2016	N		AC 090816 *MTNL*		CU2N		27
URO	AOB	ROUTINE	GPR	ADV	08/06/2016	08/06/2016	N		AC 090816 *MTNL*		CU2N		27
URO	AOB	URGENT	GPU	ADV	08/06/2016	08/06/2016	N		AC 090816 *MTNL*		CU2NU		27
URO	GURO	ROUTINE	GPR	ADV	08/06/2016	08/06/2016	N		AC 090816 *MTNL*		EURONR		27
URO	AOB	ROUTINE	OC	ADV	28/06/2016	28/06/2016	N		AC 130916 MTNL SEE AOB		CU2N		24
URO	GURO	URGENT	GPR	ADV	18/07/2016	18/07/2016	N		AC 300916 *MTNL*		EURONU		21
URO	GURO	URGENT	OH	ADV	25/07/2016	25/07/2016	N		AC 011016 *MTNL*		EURONU		20
URO	AOB	URGENT	GPU	ADV	26/07/2016	26/07/2016	N		AC 020816 *MTNL* *SEE AOB*		CU2NU		20
URO	AOB	ROUTINE	GPR	ADV	28/07/2016	28/07/2016	N		AC 300916 *MTNL*		CU2N		20
URO	AOB	ROUTINE	GPR	ADV	28/07/2016	28/07/2016	N		AC 300916 *MTNL*		CU2N		20
URO	AOB	ROUTINE	GPR	ADV	28/07/2016	28/07/2016	N		AC 300916 *MTNL*		CU2N		20
URO	AOB	ROUTINE	GPR	ADV	28/07/2016	28/07/2016	N		AC 300916 *MTNL*		CU2N		20
URO	AOB	ROUTINE	GPR	ADV	28/07/2016	28/07/2016	N		AC 300916 *MTNL*		CU2N		20
URO	AOB	URGENT	AE	ADV	28/07/2016	28/07/2016	N		AC 300916 *MTNL*		CU2NU		20
URO	AOB	URGENT	GPU	ADV	28/07/2016	28/07/2016	N		AC 300916 *MTNL*		CU2NU		20
URO	AOB	ROUTINE	GPR	ADV	29/07/2016	29/07/2016	N		AC 300916 *MTNL*		CU2N		20

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URO	AOB	ROUTINE	GPR	ADV	29/07/2016	29/07/2016	N		AC 300916 *MTNL*		CU2N		20
URO	AOB	ROUTINE	GPR	ADV	29/07/2016	29/07/2016	N		AC 011016 *MTNL*		CU2N		20
URO	AOB	ROUTINE	GPR	ADV	29/07/2016	29/07/2016	N		AC 300916 *MTNL*		CU2N		20
URO	AOB	ROUTINE	GPR	ADV	29/07/2016	29/07/2016	N		AC 300916 *MTNL*		CU2N		20
URO	AOB	ROUTINE	GPR	ADV	29/07/2016	29/07/2016	N		AC 300916 *MTNL*		CU2N		20
URO	AOB	ROUTINE	GPR	ADV	29/07/2016	29/07/2016	N		AC 011016 *MTNL*		CU2N		20
URO	AOB	ROUTINE	AE	ADV	29/07/2016	29/07/2016	N		AC 011016 *MTNL*		CU2N		20
URO	AOB	ROUTINE	GPR	ADV	29/07/2016	29/07/2016	N		AC 011016 *MTNL*		CU2N		20
URO	AOB	URGENT	GPU	ADV	29/07/2016	29/07/2016	N		AC 011016 *MTNL*		CU2NU		20
URO	AOB	ROUTINE	AE	ADV	30/07/2016	30/07/2016	N		AC 011016 *MTNL*		CU2N		20
URO	AOB	ROUTINE	AE	ADV	31/07/2016	31/07/2016	N		AC 300916 *MTNL*		CU2N		20
URO	AOB	ROUTINE	GPR	ADV	01/08/2016	01/08/2016	N		AC 011016 *MTNL*		CU2N		19
URO	AOB	ROUTINE	GPR	ADV	01/08/2016	01/08/2016	N		AC 011016 *MTNL*		CU2N		19
URO	AOB	ROUTINE	GPR	ADV	01/08/2016	01/08/2016	N		AC 011016 *MTNL*		CU2N		19
URO	AOB	ROUTINE	OC	ADV	01/08/2016	01/08/2016	N		AC 300916 *MTNL*		CU2N		19
URO	AOB	ROUTINE	GPR	ADV	01/08/2016	01/08/2016	N		AC 011016 *MTNL*		CU2N		19
URO	AOB	URGENT	GPU	ADV	01/08/2016	01/08/2016	N		AC 011016 *MTNL*		CU2NU		19
URO	AOB	ROUTINE	GPR	ADV	02/08/2016	02/08/2016	N		AC 300916 *MTNL*		CU2N		19
URO	AOB	ROUTINE	GPR	ADV	02/08/2016	02/08/2016	N		AC 011016 *MTNL*		CU2N		19

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URO	AOB	ROUTINE	GPR	ADV	02/08/2016	02/08/2016	N		AC 011016 *MTNL*		CU2N		19
URO	AOB	ROUTINE	GPR	ADV	02/08/2016	02/08/2016	N		AC 011016 *MTNL*		CU2N		19
URO	AOB	ROUTINE	GPR	ADV	02/08/2016	02/08/2016	N		AC 011016 *MTNL*		CU2N		19
URO	AOB	ROUTINE	GPR	ADV	02/08/2016	02/08/2016	N		AC 300916 *MTNL*		CU2N		19
URO	AOB	ROUTINE	GPR	ADV	02/08/2016	02/08/2016	N		AC 011016 *MTNL*		CU2N		19
URO	AOB	ROUTINE	GPR	ADV	02/08/2016	02/08/2016	N		AC 011016 *MTNL*		CU2N		19
URO	AOB	ROUTINE	GPR	ADV	02/08/2016	02/08/2016	N		AC 011016 *MTNL*		CU2N		19
URO	AOB	URGENT	GPU	ADV	02/08/2016	02/08/2016	N		AC 011016 *MTNL*		CU2NU		19
URO	AOB	ROUTINE	GPR	ADV	03/08/2016	03/08/2016	N		AC 300916 *MTNL*		CU2N		19
URO	AOB	ROUTINE	GPR	ADV	03/08/2016	03/08/2016	N		AC 300916 *MTNL*		CU2N		19
URO	AOB	URGENT	OC	ADV	02/09/2016	02/09/2016	N		AC 111016 *MTNL* NAMED AOB		CU2NU		15
URO	GURO	ROUTINE	OC	ADV	06/09/2016	06/09/2016	N		AC 201016 *MTNL*		EURONR		14
URO	AOB	ROUTINE	GPR	ADV	08/09/2016	08/09/2016	N		AC 201016 *MTNL*		CU2N		14
URO	AOB	ROUTINE	GPR	ADV	08/09/2016	08/09/2016	N		AC 201016 *MTNL*		CU2N		14
URO	AOB	ROUTINE	GPR	ADV	08/09/2016	08/09/2016	N		AC 201016 *MTNL*		CU2N		14
URO	AOB	ROUTINE	OC	ADV	08/09/2016	08/09/2016	N		AC 201016 *MTNL*		CU2N		14
URO	AOB	ROUTINE	GPR	ADV	08/09/2016	08/09/2016	N		AC 201016 *MTNL*		CU2N		14
URO	AOB	ROUTINE	GPR	ADV	08/09/2016	08/09/2016	N		AC 201016 *MTNL*		CU2N		14
URO	AOB	ROUTINE	GPR	ADV	08/09/2016	08/09/2016	N		AC 201016 *MTNL*		CU2N		14

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JRO	AOB	ROUTINE	GPR	ADV	08/09/2016	08/09/2016	N		AC 201016 *MTNL*		CU2N		14
JRO	AOB	ROUTINE	GPR	ADV	08/09/2016	08/09/2016	N		AC 201016 *MTNL*		CU2N		14
JRO	AOB	URGENT	GPU	ADV	08/09/2016	08/09/2016	N		AC 201016 *MTNL*		CU2NU		14
JRO	AOB	URGENT	GPU	ADV	08/09/2016	08/09/2016	N		AC 201016 *MTNL*		CU2NU		14
JRO	GURO	ROUTINE	GPR	ADV	08/09/2016	08/09/2016	N		AC 201016 *MTNL*		EURONR		14
JRO	GURO	URGENT	GPU	ADV	08/09/2016	08/09/2016	N		AC 201016 *MTNL*		EURONU		14
JRO	GURO	URGENT	GPU	ADV	08/09/2016	08/09/2016	N		AC 201016 *MTNL*		EURONU		14
JRO	AOB	ROUTINE	GPR	ADV	09/09/2016	09/09/2016	N		AC 201016 *MTNL*		CU2N		14
JRO	AOB	ROUTINE	GPR	ADV	09/09/2016	09/09/2016	N		AC 201016 *MTNL*		CU2N		14
JRO	AOB	ROUTINE	GPR	ADV	09/09/2016	09/09/2016	N		AC 201016 *MTNL*		CU2N		14
JRO	AOB	ROUTINE	GPR	ADV	09/09/2016	09/09/2016	N		AC 201016 *MTNL*		CU2N		14
JRO	AOB	ROUTINE	GPR	ADV	09/09/2016	09/09/2016	N		AC 201016 *MTNL*		CU2N		14
JRO	AOB	ROUTINE	GPR	ADV	09/09/2016	09/09/2016	N		AC 201016 *MTNL*		CU2N		14
JRO	AOB	ROUTINE	GPR	ADV	09/09/2016	09/09/2016	N		AC 201016 *MTNL*		CU2N		14
JRO	AOB	ROUTINE	GPR	ADV	09/09/2016	09/09/2016	N		AC 201016 *MTNL*		CU2N		14
JRO	AOB	URGENT	GPU	ADV	09/09/2016	09/09/2016	N		AC 201016 *MTNL*		CU2NU		14
JRO	AOB	URGENT	GPU	ADV	09/09/2016	09/09/2016	N		AC 201016 *MTNL*		CU2NU		14
JRO	GURO	ROUTINE	GPR	ADV	09/09/2016	09/09/2016	N		AC 201016 *MTNL*		EURONR		14
JRO	AOB	ROUTINE	GPR	ADV	12/09/2016	12/09/2016	N		AC 201016 MTNL		CU2N		13
JRO	AOB	ROUTINE	GPR	ADV	12/09/2016	12/09/2016	N		AC 201016 *MTNL*		CU2N		13

Personal Information redacted by the USI

RO	AOB	URGENT	GPU	ADV	12/09/2016	12/09/2016	N		AC 201016 *MTNL*		CU2NU		13
RO	AOB	URGENT	GPU	ADV	12/09/2016	12/09/2016	N		AC 201016 *MTNL*		CU2NU		13
RO	GURO	ROUTINE	GPR	ADV	12/09/2016	12/09/2016	N		AC 201016 MTNL		EURONR		13
RO	GURO	URGENT	GPU	ADV	12/09/2016	12/09/2016	N		AC 201016 *MTNL*		EURONU		13
RO	GURO	URGENT	GPU	ADV	12/09/2016	12/09/2016	N		AC 201016 *MTNL*		EURONU		13
RO	AOB	ROUTINE	GPR	ADV	13/09/2016	13/09/2016	N		AC 201016 *MTNL*		CU2N		13
RO	AOB	ROUTINE	GPR	ADV	13/09/2016	13/09/2016	N		AC 261016 *MTNL*		CU2N		13
RO	AOB	ROUTINE	GPR	ADV	13/09/2016	13/09/2016	N		AC 261016 *MTNL*		CU2N		13
RO	AOB	ROUTINE	GPR	ADV	13/09/2016	13/09/2016	N		AC 201016 *MTNL*		CU2N		13
RO	AOB	ROUTINE	GPR	ADV	13/09/2016	13/09/2016	N		AC 201016 *MTNL*		CU2N		13
RO	AOB	URGENT	GPU	ADV	13/09/2016	13/09/2016	N		AC 201016 *MTNL*		CU2NU		13
RO	AOB	URGENT	GPU	ADV	13/09/2016	13/09/2016	N		AC 261016 *MTNL*		CU2NU		13
RO	GURO	ROUTINE	GPR	ADV	13/09/2016	13/09/2016	N		AC 201016 *MTNL*		EURONR		13
RO	GURO	URGENT	GPR	ADV	13/09/2016	13/09/2016	N		AC 201016 *MTNL*		EURONU		13
RO	AOB	ROUTINE	GPR	ADV	05/10/2016	05/10/2016	N		AC 251016 *MTNL* SEE AOB		CU2N		10
RO	AOB	ROUTINE	GPR	ADV	02/08/2016	17/11/2016	N		CNA 17.11.16 - UNWELL - **MTNL**	CRJBTDU	CU2N		4

**From:** McAlinden, Matthew <[REDACTED]>  
**Sent:** 22 January 2016 14:48  
**To:** Trouton, Heather <[REDACTED]>; Scott, Jane M  
<[REDACTED]>; Corrigan, Martina  
<[REDACTED]>; Glenny, Sharon  
<[REDACTED]>; Robinson, Katherine  
<[REDACTED]>  
**Cc:** Carroll, Anita <[REDACTED]>; Lappin, Aideen  
<[REDACTED]>  
**Subject:** RE: REVIEW BACKLOG UROLOGY ANALYSIS AS AT 18012016.xls

Dear all,

Heather has asked me to set up a quick 45 minute meeting to discuss a management plan for the 12/13 and the 13/14 patients. Could you let me know your availability for this meeting on the said dates below?

Date	Time	Availability
Monday 01/02/16	12.15	
Tuesday 02/02/16	09.15	

Many Thanks,

*Matthew Mc Alinden*

Personal Secretary to Heather Trouton  
Assistant director to Surgery and Elective care  
Acute Services  
Admin Floor, Craigavon Area Hospital



[REDACTED]



[REDACTED]

From: Trouton, Heather  
Sent: 22 January 2016 14:10  
To: Scott, Jane M; McAlinden, Matthew; Corrigan, Martina; Glenny, Sharon; Robinson, Katherine  
Cc: Carroll, Anita  
Subject: RE: REVIEW BACKLOG UROLOGY ANALYSIS AS AT 18012016.xls

Thanks Jane

Dear Matthew

Can you please set up a 45 minute meeting with those included in the email and myself to discuss a management plan for the 12/13 and the 13/14 patients

Thanks  
Heather

From: Scott, Jane M  
Sent: 22 January 2016 13:54  
To: Trouton, Heather  
Cc: Corrigan, Martina  
Subject: REVIEW BACKLOG UROLOGY ANALYSIS AS AT 18012016.xls

Hi Heather – Please find attached Urology review backlog analysis as requested . I have provided a summary tab for patients waiting in financial years, perhaps I should have done this in calendar years which I can do the next time I prepare this report if you prefer.

Any queries, let me know.

Kind Regards

Jane

**Jane Scott**  
**Service Administrator**  
**Southern Trust Acute Performance**  
**Admin Floor**  
**CAH**

**T:** Personal Information redacted by the USI  
**E:** Personal Information redacted by the USI

**From:** Carroll, Anita <[Personal Information redacted by the USI]>  
**Sent:** 29 February 2016 14:32  
**To:** Nelson, Amie <[Personal Information redacted by the USI]>  
**Cc:** Robinson, Katherine <[Personal Information redacted by the USI]>  
**Subject:** RE: E Triage have a read at this

ok

From: Nelson, Amie  
Sent: 29 February 2016 14:31  
To: Carroll, Anita  
Cc: Robinson, Katherine  
Subject: RE: E Triage have a read at this

I would be very eager for General Surgery to try this, however will be guided by Katherine as I suspect GS may not be as straight forward as some other specialties and as such may not be best to be the first.

Thanks  
Amie

From: Carroll, Anita  
Sent: 25 February 2016 13:38  
To: Carroll, Anita; Boyce, Tracey; Conway, Barry; Gibson, Simon; McVey, Anne; Carroll, Ronan; Trouton, Heather; Burke, Mary; Carroll, Kay; Corrigan, Martina; Devlin, Louise; Donaldson, Ruth; Forde, Helen; Magee, Brian; McGeough, Mary; McIlroy, Cathie; McLoughlin, Sandra; McStay, Patricia; Murray, Eileen; Nelson, Amie; Reddick, Fiona; Reid, Trudy; Robinson, Jeanette; Forde, Helen; Corley, Kate; Robinson, Katherine; McLoughlin, Sandra; Wells, Charlotte-Anne  
Cc: Robinson, Katherine; Rankin, Christine  
Subject: FW: E Triage have a read at this

## ADs/HOS

We are looking at development of E triage and we are looking suggestions for early buy in. We have a suggestion from a HOS in Medicine and are also willing to consider any other specialties. Obviously the specialty that is chosen to go first will have to suit all parties to ensure success.

We would be grateful therefore that if you are sitting on any other groups that are looking into E triage that you include Katherine and RBC staff so that we are all working together.

Regards

Anita

-----Original Message-----

From: Carroll, Anita <[redacted]>  
Sent: 04 June 2015 14:35  
To: Cunningham, Andrea <[redacted]>  
Cc: Weaver, Catherine <[redacted]>  
Subject: FW: E-Referrall Triage system - NIECR

Andrea could you please go along thanks and maybe even take one of the supervisors as Katherine is off A

From: Weaver, Catherine  
Sent: 04 June 2015 14:27  
To: Carroll, Anita  
Cc: Cunningham, Kate  
Subject: RE: E-Referrall Triage system - NIECR

Anita

I appreciate you are only back from leave – I hope you had a great time. The meeting to demonstrate the e-referral triage functionality within NIECR is scheduled for tomorrow (Friday) at 9.00am in Tutorial Room 1 in the MEC.

If you want Katherine or someone else from the referral and booking centre to attend to see the system they are more than welcome.

Regards  
Catherine

Dr Catherine Weaver  
Head of ITS Programme Management  
Southern HSC Trust  
Ferndale, Moyallen Road, Gilford.

( [redacted]

[redacted]

8 [redacted]

ITS Programme Management

From: Weaver, Catherine  
Sent: 28 May 2015 13:46  
To: Carroll, Anita  
Cc: 'Cunningham, Kate'  
Subject: E-Referrall Triage system - NIECR

Anita

The central NIECR team are doing an awareness session of the e-triage system within NIECR – which as you know is being piloted in the Northern Trust. The demo is next Friday 5th June at 9.00a.m. with Video Conference facility available from the Trust. Kate Cunningham is arranging a room in CAH to VC from.

Do you want Katherine Robinson to be included from the Southern Trust to attend this demo? If so we can forward details of the meeting next week.

Regards  
Catherine

Dr Catherine Weaver  
Head of ITS Programme Management  
Southern HSC Trust  
Ferndale, Moyallen Road, Gilford.

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ITS Programme Management

-----Original Message-----

From: Weaver, Catherine <[REDACTED]>  
Sent: 18 December 2015 09:43  
To: Carroll, Anita <[REDACTED]>  
Cc: Lappin, Aideen <[REDACTED]>  
Subject: RE: E-Triage Workshop - January

Anita

The BSO have confirmed the 27th AM. I will confirm a venue with everyone when I get one arranged.

Many thanks

Catherine

Dr Catherine Weaver  
Head of ITS Programme Management  
Southern HSC Trust  
Ferndale, Moyallen Road, Gilford.

( [REDACTED]

( [REDACTED]

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ITS Programme Management

From: Carroll, Anita  
Sent: 17 December 2015 12:02  
To: Weaver, Catherine  
Cc: Lappin, Aideen  
Subject: RE: E-Triage Workshop - January

WED 27TH AM

From: Weaver, Catherine  
Sent: 17 December 2015 11:07  
To: Carroll, Anita  
Cc: Lappin, Aideen  
Subject: E-Triage Workshop - January

Anita

Unfortunately the BSO team aren't available on the Wednesday 20th January 2016. Do you have availability the following week commencing the 25th January?

Many thanks

Catherine

Dr Catherine Weaver  
Head of ITS Programme Management  
Southern HSC Trust  
Ferndale, Moyallen Road, Gilford.

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the USI

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## ITS Programme Management

**From:** Carroll, Anita <[REDACTED]>  
**Sent:** 03 March 2017 09:14  
**To:** Carroll, Ronan <[REDACTED]>  
**Subject:** FW: Urology going live with NIECR E-Triage

The loop

From: Cunningham, Kate  
Sent: 28 February 2017 09:48  
To: Robinson, Katherine  
Subject: Urology going live with NIECR E-Triage

Katherine

I was speaking to Lee re the possibility of Urology going live with NIECR E-Triage on the 27/3. As you know we have the demo on the 9/3 with the Urologist.

Lee would need the data capture sheet completed and returned by the 10/3 to enable him to write his scripts if we are aiming for the 27/3. Do you think this is an achievable date.?

Kate Cunningham

Transformational Lead  
Rosedale  
Gilford  
Mobile [REDACTED]  
[REDACTED]

**From:** Carroll, Anita <[REDACTED]>  
**Sent:** 27 March 2017 11:19  
**To:** Cunningham, Kate <[REDACTED]>; Robinson, Katherine  
<[REDACTED]>  
**Cc:** Weaver, Catherine <[REDACTED]>  
**Subject:** RE: E Triage - Urology

Great

From: Cunningham, Kate  
Sent: 27 March 2017 10:07  
To: Robinson, Katherine  
Cc: Carroll, Anita; Weaver, Catherine  
Subject: RE: E Triage - Urology

Urology e-triage now up and running.  
Kate

From: Robinson, Katherine  
Sent: 27 March 2017 09:29  
To: Cunnecarringham, Kate; Weaver, Catherine  
Cc: Carroll, Anita  
Subject: E Triage - Urology

Urology E triage does not seem to have gone live this morning as anticipated. Is there a problem?

K

*Mrs Katherine Robinson  
Booking & Contact Centre Manager  
Southern Trust Referral & Booking Centre  
Ramone Building  
Craigavon Area Hospital*

t: [REDACTED]  
e: [REDACTED]

**From:** Rankin, Christine <[REDACTED]>  
**Sent:** 17 May 2022 15:00  
**To:** Carroll, Anita <[REDACTED]>  
**Cc:** Robinson, Katherine <[REDACTED]>  
**Subject:** RE: Urology e-Triage

Couple of examples of AOB e-triage (few months apart) - if you need any more let me know

C

*Christine Rankin*

BOOKING MANAGER  
SOUTHERN TRUST BOOKING CENTRE  
Southern Health & Social Care Trust  
11 Magowan Buildings  
West Street  
Portadown  
BT62 3PG

**t:** [REDACTED]  
**m:** [REDACTED]  
**e:** [REDACTED]



[illegible]

[illegible]

[illegible]

Personal Information redacted by the USF

[illegible]

[illegible]

**From:** Rankin, Christine <[redacted]>  
**Sent:** 17 May 2022 11:47  
**To:** Carroll, Anita <[redacted]>  
**Cc:** Robinson, Katherine <[redacted]>  
**Subject:** Urology e-Triage

Anita

As discussed Mr O'Brien would have used e-triage to triage referrals assigned to him by other Urology Consultants:

Status Date	Referral Status	Additional Detail	Username
14-Feb-2018 12:55:42	PAS REFERRAL REGISTRATION SUCCESSFUL		SYSTEM
14-Feb-2018 13:57:14	Awaiting Triage	Assigned to Mr A OBrien	[redacted]
26-Feb-2018 14:30:18	Triaged	Triaged	[redacted]
03-Mar-2018 10:11:56	Completed	Actions Completed: true	[redacted]

« Previous | Next »

He electronically triaged a total of 54 between 27.03.17 & 31.03.18 all assigned to him by other Consultants.

C

*Christine Rankin*

BOOKING MANAGER  
 SOUTHERN TRUST BOOKING CENTRE  
 Southern Health & Social Care Trust  
 11 Magowan Buildings  
 West Street  
 Portadown  
 BT62 3PG

**t:** [redacted]

**m:** [redacted]

**e:** [redacted]



**From:** Browne, Leanne <[Personal Information redacted by the USI]>  
**Sent:** 16 November 2017 12:36  
**To:** Rankin, Christine <[Personal Information redacted by the USI]>  
**Cc:** Coleman, Alana <[Personal Information redacted by the USI]>  
**Subject:** FW: OUTSTANDING TRIAGE

Hi Christine

We have not received an outcome on the below missing triage. We will add to the routine wait list with a comment MTNL.

Regards

Leanne

From: Browne, Leanne [[mailto:\[Personal Information redacted by the USI\]](#)]  
 Sent: 10 August 2017 12:14  
 To: Evans, Marie  
 Cc: Rankin, Christine; Robinson, Katherine; Coleman, Alana  
 Subject: FW: OUTSTANDING TRIAGE

Hi Marie, we have not received an outcome on the below referral.

CAH	[Personal Information redacted by the USI]	[Personal Information redacted by the USI]	[Personal Information redacted by the USI]	[Personal Information redacted by the USI]	[Personal Information redacted by the USI]				URO	MY	ROUTINE	OC	21/06/2017	15
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Please advise

Regards

Leanne

From: Coleman, Alana  
 Sent: 07 July 2017 13:03  
 To: Elliott, Noleen  
 Cc: Browne, Leanne; Evans, Marie; Corrigan, Martina; Robinson, NicolaJ; O'Brien, Aidan  
 Subject: OUTSTANDING TRIAGE

Hi Noleen,

Below is the current outstanding triage.

CAH	Personal Information redacted by the USI					URO	GURO	ROUTINE	OC	13/06/2017	23
CAH						URO	GURO	ROUTINE	GPR	29/03/2017	99
CAH						URO	AOB	URGENT	OC	19/06/2017	17
CAH						URO	GURO	ROUTINE	GPR	19/06/2017	17
CAH						URO	GURO	ROUTINE	OC	21/06/2017	15
CAH						URO	MY	ROUTINE	OC	21/06/2017	15

Many Thanks  
Alana

Registration and Booking Clerk  
Referral and Booking Centre  
Ramone Building  
CAH  
Tel : Personal Information redacted by the USI

-----Original Message-----

From: Forde, Helen <[redacted] >  
Sent: 06 November 2012 14:12  
To: Carroll, Anita <[redacted] >  
Subject: RE: Fermanagh Urology Patients

Martina cancelled this meeting – no new date set as yet. Will keep you posted.

From: Carroll, Anita  
Sent: 31 October 2012 09:23  
To: Robinson, Katherine; Forde, Helen  
Subject: FW: Fermanagh Urology Patients  
Importance: High

Dear both  
Keep me posted on the resource elements that we will need to ensure we get A

-----  
Mrs Anita Carroll  
Assistant Director of Acute Services  
Functional Support Services  
5 Hospital Road  
Newry  
Co. Down  
BT35 8DR

Tel: [redacted]  
Fax: [redacted]

From: Corrigan, Martina  
Sent: 31 October 2012 08:13  
To: Robinson, Katherine; Conway, Maria; Forde, Helen  
Cc: Carroll, Anita; Reid, Trudy  
Subject: Fermanagh Urology Patients  
Importance: High

Dear all

It has been agreed from 1 January 2013 that Urology Team South will commence seeing the Fermanagh population. The GPs in Fermanagh will be sending the referral letters from mid-November for triaging and it is planned that the clinics will commence from 1 week in January in the South West Acute Hospital (SWAH), it is Enniskillen and it is hoped that there will be two clinics per month to start off with the remainder of patients being seen either in STH or here. The booking of these patients will take place from our booking centre here and I would like to meet next week if possible to start to take this forward. I have some free time on Tuesday morning (6th) after the performance meeting and if it suited I was wondering if we could get together (my office) to see what all needs to be progressed to get this up and running. This will also include the clinics that will need to be set-up for the two new consultants although these have not been defined yet but I want

to ensure that the staff etc.... are recruited for the booking centre in order to take on this additional work.

Please can you let me know if this suits otherwise we can try for a different date and time but I would like to meet sooner so that we can have all in place.

Many thanks

Martina

Martina Corrigan  
Head of ENT and Urology  
Southern Health and Social Care Trust

Telephone: Personal Information redacted by the USI (Direct Dial)

Mobile: Personal Information redacted by the USI

Email: Personal Information redacted by the USI

-----Original Message-----

From: Forde, Helen <[redacted]>

Sent: 23 June 2013 08:46

To: Cassells, Carol <[redacted]>

Cc: Corrigan, Martina <[redacted]>; Robinson, Katherine

<[redacted]>; Carroll, Anita

<[redacted]>

Subject: Funding for SWAH urology patients

Importance: High

Carol – there was 0.36 WTE Band 3 funding to be transferred to SHSCT for the work involved in the urology clinics which are held in the South Western hospital. Could you check if this has been transferred to our budgets, as the work has commenced.

Many thanks.

Helen Forde

Head of Health Records

Operations Room, Admin Floor, CAH

Tel [redacted]

Mob [redacted]

-----Original Message-----

From: Lappin, Aideen <BAD\_c9bb94f4838eb998ef677aef61f436e5@bogus.address>

Sent: 23 September 2013 10:39

To: Forde, Helen <[redacted] Personal Information redacted by the USI>; Robinson, Katherine

<[redacted] Personal Information redacted by the USI>

Subject: FW: new urology unit

Hello Helen and Katherine

Anita & Connie are free to meet on the 1st October @ 10am in the Rowan's Meeting Room, CAH site – does that suit you both?

Many thanks

Aideen

-----  
Aideen Lappin  
Secretary for Anita Carroll  
Assistant Director of Acute Services -  
Functional Support Services  
5 Hospital Road  
Newry  
Co. Down  
BT35 8DR

Tel: [redacted] Personal Information redacted by the USI

Fax: [redacted] Personal Information redacted by the USI

From: Carroll, Anita

Sent: 22 September 2013 18:39

To: Lappin, Aideen

Cc: Connolly, Connie; Forde, Helen; Robinson, Katherine

Subject: Fw: new urology unit

Aideen will you advise re our availability ta

From: Robinson, Katherine

Sent: Sunday, September 22, 2013 02:32 PM GMT Standard Time

To: Carroll, Anita

Subject: Fw: new urology unit

Andrea and I need included in this re urol staffin plus letters etc

From: Corrigan, Martina

Sent: Saturday, September 21, 2013 11:14 PM

To: Robinson, Katherine

Subject: FW: new urology unit

Hi K

You should be included in this as well?

M

Martina Corrigan  
Head of ENT, Urology and Outpatients  
Southern Health and Social Care Trust

Telephone: [Personal Information redacted by the USI] (Direct Dial)

Mobile: [Personal Information redacted by the USI]

Email: [Personal Information redacted by the USI]

From: Connolly, Connie  
Sent: 20 September 2013 15:10  
To: Carroll, Anita; Forde, Helen  
Cc: Corrigan, Martina; Lawson, Pamela; McMahon, Jenny; O'Neill, Kate; Mulligan, Judith; Moorcroft, Caroline  
Subject: new urology unit

Hi Anita and Helen- just to say that the new Urology accommodation has been signed over from the contractors today.

We are working towards being operational on Monday the 7th of October 2013 This will mean that starting on this date, all Urology activity will move to 'Main Outpatients'.

While there is a small possibility of the move being staged, I wanted to give notice that the clerical staff currently working in Thorndale, will no longer be working adjacent to the Urology activity.

I am aware it is highly likely that the accommodation adjustment for the Neurology move will commence as soon as possible.

We probably need to meet in relation to the change in patient record flow with this change as well as the increase in patients being received in Outpatients Let me know your availability whenever you have a chance

Kind Regards

Connie Connolly

Lead Nurse Outpatients

Mobile Number [Personal Information redacted by the USI]

-----Original Message-----

From: Carroll, Anita <[REDACTED]>

Sent: 11 October 2013 15:15

To: Robinson, Katherine <[REDACTED]>

Subject: FW: Thorndale Urology Move- IMPORTANT

Importance: High

From: Connolly, Connie

Sent: 11 October 2013 13:07

To: Elliott, Noleen; Dignam, Paulette; McCorry, Monica; Hanvey, Leanne; Muldrew, Angela; Troughton, Elizabeth; Elliott, Noleen; Cox, Sara; Best, Pauline T; Martin, Janet; Gribben, Ruth; Graham, SharonJ; McQuaid, Julieann

Cc: Lawson, Brooke; Lawson, Pamela; Corrigan, Martina; Carroll, Anita; Forde, Helen; McMahon, Jenny; O'Neill, Kate; Reddick, Fiona; Robinson, Jeanette; Mulligan, Judith; Moorcroft, Caroline; McAlinden, Jacinta; McKenzie, Lindsey; O'Donnell, John; Toner, Kieran

Subject: Thorndale Urology Move- IMPORTANT

Importance: High

Hi all- just to say that we have finalised the date of the Thorndale Unit moving into the Main Outpatients block All Urology services will be operating from the New Thorndale Unit from THURSDAY 17 OCTOBER 2013.

Flyers, posters, media coverage will be in circulation from Monday 14 October.

All Urology Outpatient activity will move into the Main Outpatient setting from the 17th October 2013.

Can I ask that each of your teams amend any and all appointment letters which are sent to patients highlighting the move of premises from THURSDAY 17 OCTOBER 2013. There will be no initial changes to phone extensions. The contact for Urology ICATs services, are unchanged.

I will be working with Martina in relation to amending all PAS letters and clinic codes early next week.

Kind Regards

Connie Connolly

Lead Nurse Outpatients

Mobile Number [REDACTED]



The **Thorndale Unit** is moving into  
Craigavon Main Outpatients

**On Thursday 17 October 2013**

**All** Urology Outpatients and Urology diagnostic services are included in this relocation.

Any changes to phone extension details will be forwarded in the near future

**From:** Millar, Victoria <[redacted]>  
**Sent:** 13 May 2022 10:18  
**To:** Carroll, Anita <[redacted]>  
**Cc:** Anderson, Karen <[redacted]>; Parks, Roberta  
 <[redacted]>  
**Subject:** RE: Urology Enquiry

Anita,

Please see attached report which provides details of staff aligned to Cost Centre 380A from 1 April 2009 to date. Details of long term absences can be found on the second worksheet.

Please note no staff were aligned to the cost centre prior to April 2013.

If you have any queries or require further information, please let me know.

Regards,  
 Victoria Millar  
 HR Data Analyst  
 HR Analytics & Governance Team  
 Workforce Information Department  
 Directorate of HR & Organisational Development  
 Southern Health & Social Care Trust

☎: Direct Line: [redacted] - Ext [redacted]  
 📞: [redacted]



**From:** Carroll, Anita <[redacted]>  
**Sent:** 06 May 2022 16:52  
**To:** Rafferty, Ciara <[redacted]>  
**Cc:** Adams, Valerie <[redacted]>  
**Subject:** RE: Urology Enquiry

Next week will be fine , thank you Ciara

**From:** Rafferty, Ciara <[redacted]>  
**Sent:** 06 May 2022 16:37  
**To:** Carroll, Anita <[redacted]>  
**Cc:** Parks, Roberta <[redacted]>  
**Subject:** RE: Urology Enquiry

Anita

Further to your email below for information.

We can collate a list of the staff working in cost centre C0380A since 1 April 2009 as per our records and where possible outline periods of long term absences (i.e. duration of 29 or more calendar days) during their period of employment in this cost centre.

Please note, as this request will include extracting information from HRPTS as well as our previous HR System (HRMS) this will take some time to complete, in addition we are currently working on additional information requests. Therefore we will try and get a response to you next week however if there are any issues we will let you know as soon as possible.

Please contact me if you wish to discuss.

Regards  
Ciara  
Senior HR Data Analyst  
HR Analytics and Governance Team  
Workforce Information Department  
Hill Building, St Luke's Hospital  
Loughgall Road, Armagh  
BT61 7NQ

Tel: [Personal Information redacted by the USI] or ext [Personal Information redacted by the USI]  
Mobile: [Personal Information redacted by the USI]



**From:** Carroll, Anita <[Personal Information redacted by the USI]>  
**Sent:** 06 May 2022 15:50  
**To:** Thornton, Bryce <[Personal Information redacted by the USI]>; Parks, Roberta  
<[Personal Information redacted by the USI]>  
**Cc:** Anderson, Karen <[Personal Information redacted by the USI]>; Adams, Valerie  
<[Personal Information redacted by the USI]>  
**Subject:** FW: Urology Enquiry

Dear both can you assist as the 2 girls are off , thanks

**From:** Carroll, Anita  
**Sent:** 06 May 2022 15:30  
**To:** Anderson, Karen <[Personal Information redacted by the USI]>; Lavery, Donna  
<[Personal Information redacted by the USI]>  
**Cc:** Adams, Valerie <[Personal Information redacted by the USI]>  
**Subject:** FW: Urology Enquiry

Dear both

See attached spreadsheet could you add in extra names and complete dates and absence periods even significant absence periods for admin staff .

the cost centre is – CAH Urology Admin C0380A. this request is urgent

Anita

**Southern Health & Social Care Trust****CONFIDENTIAL****Details of Staff aligned to Cost Centre 380A CAH Urology Admin from 1 April 2009**

Prepared by/HR Contact: Ciara Rafferty &amp; Victoria Millar, HR Analytics &amp; Governance Team

Prepared for: Anita Carroll, Assistant Director Function Support Services

Ref: ad/2022/184

Date: 12 May 2022

**Staff in Post from 1 April 2009 - 30 November 2013***Note: This information was taken from staff in post reports, during the above reporting period, extracted from HRMS at time of reporting. No Staff were aligned to the cost centre prior to April 2013*

Last name	First name	Staff No	Date Commenced Post	Date Left Post	Employment Status	Job Description	Grade Description	Cost Ctr	Cost Center	WTE	Date Appointed to Trust	Notes	Long Term Absence* (Apr - Nov 13)	Current Employee
Personal Information redacted by the USI			01/04/2013		PERMANENT	AUDIO TYPIST	ADMIN & CLERICAL (2)	73380A	CAH UROLOGY ADMIN	0.61	01/07/1974	Reduced Hours Nov 2013	Y	
										0.40				
			01/04/2013		PERMANENT		ADMIN & CLERICAL (2)	73380A	CAH UROLOGY ADMIN	0.91	29/05/2007	Reduced Hours Nov 2013		
										0.75				
			01/04/2013		PERMANENT		PERSONAL SECRETARY (4)	73380A	CAH UROLOGY ADMIN	1.00	20/03/2007			Y
			01/04/2013		PERMANENT		PERSONAL SECRETARY (4)	73380A	CAH UROLOGY ADMIN	1.00	02/11/1987			Y
			01/04/2013		PERMANENT		PERSONAL SECRETARY (4)	73380A	CAH UROLOGY ADMIN	1.00	02/11/1998			Y
			01/04/2013	see note	PERMANENT	AUDIO TYPIST	ADMIN & CLERICAL (2)	73380A	CAH UROLOGY ADMIN	1.00	14/01/2013	Realigned to Cost Centre 339A CAH MED REC Surgery - May 2013		Y
			01/04/2013		PERMANENT		MEDICAL SECRETARY (4)	73380A	CAH UROLOGY ADMIN	0.81	20/11/1989			
			01/04/2013		PERMANENT	AUDIO TYPIST WITH CLERICAL DUT	ADMIN & CLERICAL (2)	73380A	CAH UROLOGY ADMIN	0.50	18/09/2000			Y
			01/04/2013		PERMANENT		MEDICAL SECRETARY (4)	73380A	CAH UROLOGY ADMIN	0.80	25/09/2006			Y

**Staff in Post from 1 December 2013 - 9 May 2022***Note: This information was extracted from HRPTS on 9 May 2022*

Last name	First name	Pers.No.	Date Commenced Post	Date Left Post	Work Contract	Job Description	Position	Cost Ctr	Cost Center	WTE	Date Appointed to Trust	Notes	Long Term Absence* (Dec 13 - May 22)	Current Employee
Personal Information redacted by the USI			01/04/2013	13/12/2017	Permanent	Admin & Clerical (2)	Audio Typist	C0380A	CAH UROLOGY ADMIN	0.40	01/07/1974		Y	
			21/01/2019	06/07/2020	Permanent	Admin & Clerical (4)	Admin Co-ordinator Stone Treat Project	C0380A	CAH UROLOGY ADMIN	0.32	23/08/2004	Increased Hours Nov 2019		
										0.50	23/08/2004			
			01/04/2013	21/06/2015	Permanent	Admin & Clerical (2)	Admin & Clerical (2)	C0380A	CAH UROLOGY ADMIN	0.75	29/05/2007			
			22/09/2014	10/05/2015	Temporary	Personal Secretary (4)	Personal Secretary (4)	C0380A	CAH UROLOGY ADMIN	0.50	22/09/2014			Y
			01/04/2013		Permanent	Personal Secretary (4)	Personal Secretary (4)	C0380A	CAH UROLOGY ADMIN	1.00	20/03/2007		Y	Y
			01/04/2013	30/09/2020	Permanent	Personal Secretary (4)	Personal Secretary (4)	C0380A	CAH UROLOGY ADMIN	1.00	02/11/1987	Reduced Hours Sep 2014		Y
										0.80				
			01/04/2013		Permanent	Personal Secretary (4)	Personal Secretary (4)	C0380A	CAH UROLOGY ADMIN	1.00	02/11/1998			Y
			07/01/2019		Temporary	Medical Secretary (4)	Medical Secretary (4)	C0380A	CAH UROLOGY ADMIN	0.50	07/01/2019	Increased Hours Jun 2021	Y	Y
										0.64	07/01/2019			
			01/10/2020	24/10/2021	Permanent	Personal Secretary (4)	Personal Secretary (4)	C0380A	CAH UROLOGY ADMIN	0.80	01/04/2014			Y
			01/04/2013	07/01/2015	Permanent	Medical Secretary (4)	Medical Secretary (4)	C0380A	CAH UROLOGY ADMIN	0.81	20/11/1989		Y	
			06/09/2021	31/03/2022	Temporary	Medical Secretary (4)	Medical Secretary (4)	C0380A	CAH UROLOGY ADMIN	0.64	27/11/2017	Increased Hours Oct 2021		Y
										0.80				
			01/04/2022		Permanent	Medical Secretary (4)	Medical Secretary (4)	C0380A	CAH UROLOGY ADMIN	1.00				
			13/10/2014	28/02/2019	Permanent	Admin & Clerical (2)	Audio Typist	C0380A	CAH UROLOGY ADMIN	0.80	01/07/2009	Increased Hours Sep 2017 Reduced Hours May 2018 Reduced Hours Nov 2018	Y	Y
										0.93				
										0.23				
										0.20				
			01/04/2013		Permanent	Admin & Clerical (2)	Audio Typist With Clerical Dut	C0380A	CAH UROLOGY ADMIN	0.50	18/09/2000	Increased Hours Nov 2017	Y	Y
										0.81				
			29/03/2021	25/07/2021	Permanent	Admin & Clerical (4)	Admin Co-ordinator Stone Treat Project	C0380A	CAH UROLOGY ADMIN	0.50	22/01/2020		Y	Y
			25/10/2021		Permanent	Personal Secretary (4)	Personal Secretary (4)	C0380A	CAH UROLOGY ADMIN	0.80	23/05/2005		Y	Y

Last name	First name	Pers.No.	Date Commenced Post	Date Left Post	Work Contract	Job Description	Position	Cost Ctr	Cost Center	WTE	Date Appointed to Trust	Notes	Long Term Absence* (Dec 13 - May 22)	Current Employee
Personal Information redacted by the USI			01/05/2016		Permanent	Personal Secretary (4)	Personal Secretary (4)	C0380A	CAH UROLOGY ADMIN	0.50	04/02/2013	Increased Hours Dec 2017	Y	Y
										0.55				
			01/05/2016	15/08/2017	Permanent	Admin & Clerical (2)	Admin & Clerical (2)	C0380A	CAH UROLOGY ADMIN	0.50	01/09/2015	Reduced Hours Dec 2017		
										0.45				
			01/04/2013		Permanent	Medical Secretary (4)	Medical Secretary (4)	C0380A	CAH UROLOGY ADMIN	0.80	25/09/2006			Y

\*See separate worksheet on details of long term absences

**Confidentiality & Data Protection** - This report has been compiled and is intended for use only by the official recipient. Please remember your responsibilities under data protection legislation, for example, by ensuring personal information is kept secure and not left in view of unauthorised staff or visitors, is only used for the purpose intended, and is not shared with anyone who should not have access to it. Also, once personal information has been used for its intended purpose it should be appropriately destroyed, or kept in a secure location if it is required for future use.

**Timeliness Issues & HRPTS Recording** - In order to ensure that information is reported correctly from HRPTS, it is essential that on line processes or off line forms are actioned or forwarded for action on HRPTS as soon as possible. Delays will result in reported information not being up to date.

**Data Quality** - If you believe the information in this report does not accurately reflect the current position, please contact the HR Analytics & Governance Team.

**From:** Carroll, Anita [Personal Information redacted by USI]  
**Sent:** 01 March 2016 21:07  
**To:** Waddell, Sandra [Personal Information redacted by USI]  
**Subject:** FW: Urology secretarial support

Just sharing fyi I appreciate this is all the commissioner will accept but is this the same for all trust ?  
assume yes ?

From: Robinson, Katherine  
Sent: 25 February 2016 11:23  
To: Carroll, Anita  
Subject: RE: Urology secretarial support

Totally understand and Andrea was just highlighting the conversation she had with Mr Donoghue. However, I believe we should start challenging this new rule of 0.5 WTE Band 4 with the commissioner as it is simply not enough support to a consultant, which results in backlogs, risk of things not being completed in a timely manner for patients etc. This was not always my view but as time moves on and on reflection this does not work and means our service is very much at risk.

K

*Mrs Katherine Robinson  
Booking & Contact Centre Manager  
Southern Trust Referral & Booking Centre  
Ramone Building  
Craigavon Area Hospital*

t: [Personal Information redacted by USI]  
e: [katherine.robinson@stshl.nhs.uk](mailto:katherine.robinson@stshl.nhs.uk) [Personal Information redacted by USI]

From: Carroll, Anita  
Sent: 24 February 2016 17:20  
To: Cunningham, Andrea; Robinson, Katherine  
Subject: RE: Urology secretarial support

Katherine no solution to this

From: Cunningham, Andrea  
Sent: 19 February 2016 16:42  
To: Robinson, Katherine; Carroll, Anita  
Subject: Urology secretarial support

Dear Anita and Katherine,

Mr O'Donoghue contacted me this afternoon as he has some concerns regarding his Secretary only being 0.50WTE. Mr O'Donoghue indicated that he has only in recent days been made aware of this and cannot comprehend how Nicola would be able to cope with the admin workload associated with this post. Mr O'Donoghue confirmed that he dictates on every single patient he sees and has recently taken on an additional Uro-oncology clinic. He is happy with his secretarial support and we

discussed the point that the Secretary is essentially the final failsafe in the management of patient care. He is worried that given the limited number of hours allocated to the post that this could have an impact on the Secretary's health and/or that she could leave due to the pressures directly related to the specific funding constraints of this post.

Regards  
Andrea

Andrea Cunningham  
Service Administrator  
Ground Floor  
Ramone Building  
CAH

E: [andrea.cunningham](mailto:andrea.cunningham@cah.nhs.uk) Personal Information redacted by USI  
T: Personal Information redacted by USI

**TIMELINE OF SERVICE ADMINISTRATORS IN POST**

<b>Month</b>	<b>Year</b>	<b>Name</b>
Jan 2014	Oct 15	Marie Evans
Nov 2015	Jan 2017	Andrea Cunningham
Jan 2017	Dec 2017	Marie Evans
Nov 2017	Jan 2019	Colette McCaul
Jan 2019	March 2019 job share	Colette McCaul and Marie Evans
Mar 2019 Cunningham)	May 2019	none (overseen by Lucia
May 2019 share	Sept 2019	Nicola Terris and Marie Evans job
Sept 2019	Nov 2019	Marie Evans part time
Nov 2019	Nov 2020	Orla Poland & Marie Evans
Nov 2020	present	Orla Poland

## Urology Personal Secretarial Staff Band 4 & Audio Typist Band 2

Name	WTE	Consultant
Teresa Loughran B4	0.8 WTE	Mr Young
Carrie McConville B4	0.8 WTE	Mr Khan
Leanne Hanvey B4	1.00 WTE	Mr Haynes
Liz Troughton B4	0.8 WTE	Mr Glackin
Nicola Robinson B4	0.5 WTE	Mr ODonoghue
Alix Mollon B4	0.64 WTE	Mr Omer
Paulette Dignam B4	1.00 WTE	Stone Treatment Centre
Claire Neilly B2	0.80 WTE	Audio Typist
Noelene Elliott B4	0.80 WTE	Mr O'Brien now retired

The above shows the alignment between the Consultants and the Secretarial support to them. In Urology Secretaries were not shared across Consultants. Within their working day Consultants had access to their Secretary.

-----Original Message-----

From: Carroll, Anita <[REDACTED]>

Sent: 01 July 2014 11:16

To: Trouton, Heather <[REDACTED]>; Gibson, Simon

<[REDACTED]>; Conway, Barry

<[REDACTED]>; McVey, Anne <[REDACTED]>;

Conway, Barry <[REDACTED]>

Cc: Burns, Deborah <[REDACTED]>; Stinson, Emma M

<[REDACTED]>; Adams, Valerie

<[REDACTED]>; Lappin, Aideen

<[REDACTED]>; Loughran, MarieT

<[REDACTED]>

Subject: FW: digital dictation report

Dear all see updated DD monitoring I have added totals for bigger specialities We still need to encourage usage

Can you raise in team meetings

Anita

-----  
Mrs Anita Carroll  
Assistant Director of Acute Services  
Functional Support Services  
Daisy Hill Hospital  
5 Hospital Road  
Newry  
Co. Down  
BT35 8DR

Tel: [REDACTED]

Fax: [REDACTED]

## Update by specialty/clinician - Medicine and Unscheduled Care

Cardiology	Apr-13	May-13	Jun-13	Jul-13	Aug-13	Sep-13
Name	Total documents	Total documents	Total documents	Total documents	Total documents	Total documents
Daniel Flannery						
David McEneaney						
Alison Smyth						
Andrew Howe						
Anthony McClelland						
Ian Menown						
David Morgan						
Janet Toner						
Laila Damani						
Thelma Carvell						
Denise Nelson						
Sean Cartmill						
Nikki Cinnamon						
Michael Connolly						
Carol Patton						
Edith Donnelly						
Pauline Lappin						
Andrew Moriarty						
Paedar McKeown						

Care of the Elderly	Apr-13	May-13	Jun-13	Jul-13	Aug-13	Sep-13
Name	Total documents	Total documents	Total documents	Total documents	Total documents	Total documents
Bronagh McGleenon	35	60	45	42	2	50
Michael McCormick	20	65	112	46	7	105
Damian Gormley	45	27	38	20	10	35
Patricia McCaffrey			11	30	7	23
Beverly McGleenon						
Mansour Smew						
Paul McGuckin			1	13		8
Grainne Tallon				6		2
Sarah Campbell						
Gar Ling Diong						
Claire Mawhinney						
Aileen McSorley						
Andrew Linton			14	7	3	
Diane Crooks						

Dermatology	Apr-13	May-13	Jun-13	Jul-13	Aug-13	Sep-13
Name	Total documents	Total documents	Total documents	Total documents	Total documents	Total documents
Carrie Doyle		7	21	6	1	15
Carolyn Ross	7	23	38	21	11	9
David Eedy						
Georgina Maginn	7					
Lauren Godfrey	46	42				
Lelia McClelland	8					26
Louise O'Brien	61					
Margaret Weir						11
Paula Nugent	42	20	49	30		46
Paula Reid	253	229	289	163	67	410
Ruth Boreland	57	82	52			
Sadaf Khan	124	172	285	42		293
Sarah Landy	350	329	178	91		456
Sheila Bloomer	225	246	240	134	54	221
Sheila Lavery	10	22	2	3		
Art O'Hagan	265	190	143	155	48	80
Rosemary Black	283	263	200	126	94	360
Rosemary Cairns						22
Mairead Gates						
Ruth Russell	15	9	6	10		17

Endocrinology	Apr-13	May-13	Jun-13	Jul-13	Aug-13	Sep-13
Name	Total documents	Total documents	Total documents	Total documents	Total documents	Total documents
Glynis Magee						
Lynn Berry						
Mae McConnell		25	48	18	2	39
Paul McMullan		8	8	5	1	
Anthony Lewis						6
David Donaldson						7
Mahir Abdalla						19
Nosheen Iqbal						
Kate Ritchie					10	14

Gastroenterology	Apr-13	May-13	Jun-13	Jul-13	Aug-13	Sep-13
Name	Total documents	Total documents	Total documents	Total documents	Total documents	Total documents
Charles O'Brien						
Seamus Murphy						
Michael Gibbons	93	107	96	105	16	115
Andrew Murdock					1	
Philip Murphy					11	159
Bernadette Mulvenna						
Patrice McGrath						
Kennedy Price					5	
Emily hannah						15
David Haaijer						

General Medicine	Apr-13	May-13	Jun-13	Jul-13	Aug-13	Sep-13
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Name	Total documents	Total documents	Total documents	Total documents	Total documents	Total documents
Una Bradley						20
Donal Duffin			33	13		82
Mannan Khan						
Elizabeth Abernethy						
Wadih Habeichi						
Mary Quinn						
Donna Muckian						
Susan Yarr						
Michelle Holywood						

Neurology	Apr-13	May-13	Jun-13	Jul-13	Aug-13	Sep-13
Name	Total documents	Total documents	Total documents	Total documents	Total documents	Total documents
John Craig	67	63	83	59	17	75
Raeburn Forbes						
Karen McKnight		1				
Ferghal McVerry						
Heidi Thompson		10				
Jill Patton						

Respiratory	Apr-13	May-13	Jun-13	Jul-13	Aug-13	Sep-13
Name	Total documents	Total documents	Total documents	Total documents	Total documents	Total documents
Shane Moan	31	77	53	35		103
Alexander John						78
Cormac Murtagh						
Naomi Chapman	51	70	77	29	12	74
Rory Convery	51	79	58	74	40	167
Liam Polley	1			1	1	56
Elaine Hayes			20	27		42
Royanne Dickson	4		14	10	9	34
Nuala McNeice		28	17	25	10	
Michaela Quinn			67	95	62	9
Dawn Allen		16		16	9	30
Fardosa Jama						
Maire Drain						
Audrey Johnston						

Rheumatology	Apr-13	May-13	Jun-13	Jul-13	Aug-13	Sep-13
Name	Total documents	Total documents	Total documents	Total documents	Total documents	Total documents
Jeff Lee						
Niel Liggett	85	123	195	123	43	222
Nicola Maiden	182	221	217	177	124	173
Elaine Wylie	48	66	77	74	26	37
Arlene McMullan	20	25	51	27	11	40
Claire Devlin	46	44	51	43	14	47
Stephanie Walker						
Vivienne McGoldrick	192	211	187	197	44	215
James Burns						
Thomas Neilly						

Emergency Department	Apr-13	May-13	Jun-13	Jul-13	Aug-13	Sep-13
Name	Total documents	Total documents	Total documents	Total documents	Total documents	Total documents
Gareth Hampton						
Hilda Nicholl						
Seamus O'Reilly						

Oct-13	Nov-13	Dec-13	Jan-14	Feb-14	Mar-14	Apr-14	May-14
Total documents	Total documents	Total documents	Total documents	Total documents	Total documents	Total documents	Total documents
		4		4			
		34	107	89	56	73	87
						10	6

Oct-13	Nov-13	Dec-13	Jan-14	Feb-14	Mar-14	Apr-14	May-14
Total documents	Total documents	Total documents	Total documents	Total documents	Total documents	Total documents	Total documents
46	44	38	42	71	31	41	34
114	107	102	140	95	146	137	74
33	28	30	28	25	2	6	2
12	15	6	33	46	53	48	48
						22	32
3	9	11	7	5	14	5	13
	1				14	22	30
		2	2	27	22	19	15

Oct-13	Nov-13	Dec-13	Jan-14	Feb-14	Mar-14	Apr-14	May-14
Total documents	Total documents	Total documents	Total documents	Total documents	Total documents	Total documents	Total documents
			12			17	2
44	28	37	26		36	28	16
					3	3	
	45	31	10	9	7		
			71	130	101		
	10					9	
57	57	54	61	60	95	34	84
370	319	211				75	267
310	305	325	354	316	327	138	
331	338	379	398	343	260	354	297
274	180	238	310	304	268	250	264
17		15	14	9	10	17	28
11	152	215	162	174	220	192	155
243	275	231	328	311	245	291	259
			27	25		1	
10	38	5	30	16	42	5	24
	10	6		17		9	

Oct-13	Nov-13	Dec-13	Jan-14	Feb-14	Mar-14	Apr-14	May-14
Total documents	Total documents	Total documents	Total documents	Total documents	Total documents	Total documents	Total documents
101	67	102	115	40	71	124	104
5							
	18	25	16				
15							
			1				
15	15	9	27	38	22		

Oct-13	Nov-13	Dec-13	Jan-14	Feb-14	Mar-14	Apr-14	May-14
Total documents	Total documents	Total documents	Total documents	Total documents	Total documents	Total documents	Total documents
		1					13
140	137	107	118	117	113	130	149
						142	111
116	113	72	105	93	92	135	109
39			4				

Oct-13	Nov-13	Dec-13	Jan-14	Feb-14	Mar-14	Apr-14	May-14
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Total documents	Total documents	Total documents	Total documents	Total documents	Total documents	Total documents	Total documents
51	80	40	58	49	37	76	112
63	87	73	31	95	47	47	52
					9		

Oct-13	Nov-13	Dec-13	Jan-14	Feb-14	Mar-14	Apr-14	May-14
Total documents	Total documents	Total documents	Total documents	Total documents	Total documents	Total documents	Total documents
64	56	57	65	74	54	86	71

Oct-13	Nov-13	Dec-13	Jan-14	Feb-14	Mar-14	Apr-14	May-14
Total documents	Total documents	Total documents	Total documents	Total documents	Total documents	Total documents	Total documents
100	83	71	92	70	40	81	72
149	70	86	143	182	132	115	117
69	51	50	107	115	56	49	77
144	159	140	182	84	121	180	128
88	67	61	75	63	62	59	77
59	11						
8	24	6	4	6	26	7	32
27	18	25	33	18	24	28	21
109	96	68	103	83	93	77	128
14	34	33	20	32	22	33	15
2							
			10	108	84	72	72

Oct-13	Nov-13	Dec-13	Jan-14	Feb-14	Mar-14	Apr-14	May-14
Total documents	Total documents	Total documents	Total documents	Total documents	Total documents	Total documents	Total documents
199	175	147	130	105	146	150	84
204	244	179	212	206	216	186	248
83	68	64	88	85	61	71	93
45	33	42	43	34	4	26	34
41				74			
				198	102	70	126
185	160	145	209	217	160	187	264
172	267	259	308		192	121	

Oct-13	Nov-13	Dec-13	Jan-14	Feb-14	Mar-14	Apr-14	May-14
Total documents	Total documents	Total documents	Total documents	Total documents	Total documents	Total documents	Total documents
		6		2	1	4	
		2	4	1		3	
		23	7	4		22	8

## Update by specialty/clinician - Surgery and Elective Care

ENT	Apr-13	May-13	Jun-13	Jul-13	Aug-13	Sep-13
Name	Total documents	Total documents	Total documents	Total documents	Total documents	Total documents
Kay Bell	82	76	51	89	10	49
Michal Lesay	128	201	181	84	44	214
Sam Hall	308	329	283	350	229	366
Ted McNaboe	253	283	323	216	16	333
Theresa McGarry	33	26	34	34	1	48
Ekambar Reddy	163	285	221	193	61	212
Ian Miller	42	212	160	141	38	142
Peter Leyden	319	231	234	206	67	289
Julie McNeilly	45	78	64	42	3	72
Marian Korda	155	134	181	156		138
Turlough Farnan	45	47	107	37	1	98
David McCaul						
Philip Bell	100	131	158	101	42	
Andrew Todd		1				
Fearghal Toner	129	141	176	116	10	
Colum Lynchehaun	41	40	26	7	39	10
Wagas Jamil	14	20	33	27		
Anna O'Kane					24	231
Caroline Smith	83	43	33	91		
Aideen Callaghan						
Andrew Taggart						16
Gary Ferguson						
Gillian Gray						148
John Adams						
Mark Adams						
Carrie Moffitt				5	6	2
TOTAL						

General Surgery	Apr-13	May-13	Jun-13	Jul-13	Aug-13	Sep-13
Name	Total documents	Total documents	Total documents	Total documents	Total documents	Total documents
Colin Weir	79	174	72	95	48	50
Alistair Lewis	149	84	44	57	18	46
Susim Kumar						
David Gilpin						13
Adrian Neill		8	41	30	49	92
Brendan McFall	52	92	111	133	30	150
Richard Russell			6	3		
Richard Mayes	52	30	60	28	16	25
Ronan Gray	46	63	65	20	5	
Shanmugam Murugan	41	49	55	55	41	11
Scott McCain	11	249	109	50		69
Emmanuel Epamomeritakis						
Edward Mackle						
Muhammad Yousaf						
Gareth Hewitt						
Robert Brown						
Damian McKay	59	59	186	43	46	134
Marianne Rice			29	24	58	
Norah Scally		108	17	160	61	206
Prashant Patil						
Catherine Farnon		28	98	148	103	374
Rajinder Viridi						
Paul Hughes						
Peter Mallon		8		35	8	53
Andrew McCanny						42
David Neely						
Igor Rychlik						58
Lawrence Flynn						5
Colin McCrory				14	26	30
TOTAL						

Ophthalmology	Apr-13	May-13	Jun-13	Jul-13	Aug-13	Sep-13
Name	Total documents	Total documents	Total documents	Total documents	Total documents	Total documents
Dimple Patel		29	159	230	25	192

Oral Surgery	Apr-13	May-13	Jun-13	Jul-13	Aug-13	Sep-13
Name	Total documents	Total documents	Total documents	Total documents	Total documents	Total documents
Ivan Connolly						

T&O	Apr-13	May-13	Jun-13	Jul-13	Aug-13	Sep-13
Name	Total documents	Total documents	Total documents	Total documents	Total documents	Total documents
Mark Muraghan	215	209	205	139	29	209
David McMurray	55	41	67	77	59	59
Enda McGinley	1					
Jonathan Bunn						57
Ronan McKeown						
Sean Patton	50	90	85	8		52
Lara Vassia						
Lynn Wilson						
Niall Gibson						
Jim McConway						
Robin Thompson						
Adam Tucker						
Fazal Hassan						
Garrett Rainey						6
TOTAL						

Urology	Apr-13	May-13	Jun-13	Jul-13	Aug-13	Sep-13
Name	Total documents	Total documents	Total documents	Total documents	Total documents	Total documents
Tony Glackin	205	191	177	189	103	271
Michael Young	136	109	163	89	56	209
Ajay Pahuja					30	136
David Connolly						
Hemant Jathar			51	155	83	135
Jenny McMahon						

Ram Suresh						
Aidan O'Brien						
TOTAL						

Oct-13	Nov-13	Dec-13	Jan-14	Feb-14	Mar-14	Apr-14	May-14
Total documents	Total documents	Total documents	Total documents	Total documents	Total documents	Total documents	Total documents
58	104	24	58	40	52	75	82
196	182	151	173	151	216	143	293
246	313	299	357	402	387	200	367
229	296	190	274	325	252	201	285
37	48	51	70	60	172	39	33
226	232	192	239	235	276	103	269
179	111	189	201	205	186	3	
278	320	216	219	276	270	244	208
95	72	50	87	85	115	110	71
142	157	160	173	184	245	119	141
81	93	67	87	61	118	78	84
						152	358
				7	15	17	23
16							
197	301	218	194	166	214	144	19
1							
22	66	33	8	5			
9		2					
169	17				4		3
	10	3		2			
		96	191	110	143	173	120
34	38	18	38				
	2360	1959	2369	2314	2665	1801	2356

Oct-13	Nov-13	Dec-13	Jan-14	Feb-14	Mar-14	Apr-14	May-14
Total documents	Total documents	Total documents	Total documents	Total documents	Total documents	Total documents	Total documents
120	117	69	130	125	58	100	102
73	58	74	82	174	112	107	94
		27	40	46	42	60	15
	23	15	14	11	20	33	29
97	78	130	90	52	74	66	67
124	161	92	197	134	83		
19	41	49	54	9	16	37	37
32	47	31	50	28	30	47	58
21	64	29	83	44	96	47	109
					80	77	52
	26	59	135	87	129	159	194
		10	25				
173	150	129	102	114	152	67	108
156	143	122	105	84	109	82	66
349	191	103		39	164	295	69
		51	17	15			
71	89	55	60	45	135	35	81
20	14						
4							
56	80						
25	17						
46	106	79	78	102	47	124	130
	1405	1124	1262	1109	1347	1336	1211

Oct-13	Nov-13	Dec-13	Jan-14	Feb-14	Mar-14	Apr-14	May-14
Total documents	Total documents	Total documents	Total documents	Total documents	Total documents	Total documents	Total documents
206	177	156	215	110	227	70	183

Oct-13	Nov-13	Dec-13	Jan-14	Feb-14	Mar-14	Apr-14	May-14
Total documents	Total documents	Total documents	Total documents	Total documents	Total documents	Total documents	Total documents

Oct-13	Nov-13	Dec-13	Jan-14	Feb-14	Mar-14	Apr-14	May-14
Total documents	Total documents	Total documents	Total documents	Total documents	Total documents	Total documents	Total documents
153	201	322	298	291	116	202	277
73	137	138	176	164	111	127	117
		106	139	137	140	162	113
158	226	191	138	187	117	136	131
	4	126	29	23	61	40	
58	99	143	173	121	122	133	105
			121	21	93		
12	153	148	175	165	215	168	201
	1		116	185	143	191	164
102	245	159	192	231	144	203	317
	2	187	244	155	251	180	196
			59	59	42	82	145
		104	174	180	227	147	186
76	128	331	284	227	287	270	188
	1196	1955	2318	2146	2069	2041	2140

Oct-13	Nov-13	Dec-13	Jan-14	Feb-14	Mar-14	Apr-14	May-14
Total documents	Total documents	Total documents	Total documents	Total documents	Total documents	Total documents	Total documents
261	275	217	299	242	244	239	206
141	237	195	190	259	211	145	215
183	117	157					
	3	14	12	38	32	44	31

			116	126	155	121	105
	632	583	617	665	642	549	557

## Update by specialty/clinician- Integrated Maternity and Womens' Health

Gynaecology	Apr-13	May-13	Jun-13	Jul-13	Aug-13	Sep-13
Name	Total documents	Total documents	Total documents	Total documents	Total documents	Total documents
Aoife Currie	220	40	291	190	126	197
Beverley Adams	88	69	121	102	22	64
Geoff McCracken	70	116	55	65	34	81
Gillian McKeown	142	9	21		14	
John McDonald	73	16	25	27		
Sara Shahid	46	63	33	83	15	108
Susanna Finnegan	66	75	81	59	40	59
Tim McCormick	69	207	144	140	19	125
Tsveta Hadjeva	35	23	32	25	10	17
Harmini Sidhu	72	123	62	67	16	20
Ayman Morsy	107	82	72	43	20	143
Kasi Sellappan	8	27	14	31		
Andrew Knox	22	15	25	24		
Elaine Craig	13	5	1		37	18
Katie Johnston	31	17	4	51		
David Sim	39	2				13
Katharine Loane	49	47	50	37	26	52
Charles Beattie	11	21	1	22		
Laura Jamison						6
Richard Decourcy-Wheeler	72	63	96	89	39	104
Yasmeen Kazi	29	19	73	35	9	23
Jess Gomersall	11	18	1	11		
Helen Winter	8	7	27	23		
Amin Louli						
Amisus Magbanua					9	10
Meeta Kamath		102	140	179	5	186
Karen McKinney	5	57	76	70	3	71
Michael O'Hare						
Foteini Verani						
Khaled El-Hayes						8
Pauline Gaskin						
Rebecca Barclay			30	51		
Lynsey Hinds	11	26	23	26	28	18
Nazish Kanwal	24	23	7	17		
Lisa Bell	2	20	19	8		
Aaron McAvoy	23		18	30	19	38
Helen Kennedy			8	25	16	17
Deborah Smith	11					
Brigid Smyth					6	9
Barbara Heffernan						
Catherine Malone						28
Catriona Monaghan						24
Catriona O'Kane						10
Claire Timlin						3
Claire Hughes						
Dafalla Elamin						
Donald Chandranath						
Edgar Boggs						74
Gillian Blayney						7
Janet Acheson						
Jennifer Cullen						
John Grimes						
John McManus						12
Johnny White						12
Mark McComiskey						36
Omnya Mohamedali						
Rachel Allister						
Sharan Gill						31
Skartsolias Tasos						18
Kennedy Price					5	13

Oct-13	Nov-13	Dec-13	Jan-14	Feb-14	Mar-14	Apr-14	May-14
Total documents	Total documents	Total documents	Total documents	Total documents	Total documents	Total documents	Total documents
217	191	104	119	143	94	69	136
79	83	79	92	52	81	57	39
88	83	51	118	70	69	85	69
31	20	18	17	21	8	33	30
93	73	41	43	23			
145	88	128	142	168	84	123	136
22	38	44	46	18	50	38	39
101	70	68	84	56	98	53	82
105	125	90	113	75	26	121	22
26							
13	13	13	30	47	42	24	14
114	66	50	77	38	69	52	68
4	5		26	34	23	9	32
112	36	112	166	129	80	135	84
21	19	30		31	8	11	24
19	8	7	9	6	8		
83	162	120	133	114	98	85	78
99	91	79	58	42	39	27	48
					31	16	21
				1		14	
14	31	7	30				33
3						17	33
52	45	29	9	9	37	31	16
21	26	31	27				
45	16						
7			9				
11	27	39	20	14	26	23	10
18		9	28	40	8	10	5
13	47	17	12	26	8		
	8	23	11				
11							
		11					
10	8	20	27	31	30	13	18
67	81	44	103	98	141	124	75
10	24	11	18	8		6	
	29	68	112	74	88	103	68
		3	16				
		5	3	4			
	32	28	16	14	37	5	11
36		14	30	7	8	6	
36	33	30	48	63	39	48	42
7	17	17		23	17	8	7
5	3	7	8	4	4		
17	25	36	27	6	5	9	
32	11	11	7	23		7	12
12							

-----Original Message-----

From: Carroll, Anita <[REDACTED]>

Sent: 20 March 2015 15:08

To: Trouton, Heather <[REDACTED]>; Conway, Barry

<[REDACTED]>; Gibson, Simon

<[REDACTED]>; McVey, Anne <[REDACTED]>

Cc: Loughran, MarieT <[REDACTED]>

Subject: FW: Digital Dictation

All fyi and to encourage more usage

Thanks

From: Loughran, MarieT

Sent: 12 March 2015 09:42

To: Carroll, Anita

Subject: Digital Dictation

Anita,

Please find attached Digital Dictation Usage Report.

Kind Regards

Marie

Marie Loughran

Acting Service Administrator

IMWH

Ground Floor, Maternity Building

CAH

T: [REDACTED]

E: [REDACTED]

## Update by specialty/clinician - Medicine and Unscheduled Care

Cardiology	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15
Name	Total documents	Total documents	Total documents	Total documents	Total documents	Total documents
Alison Smyth						
Andrew Howe						
Andrew Moriarty						
Anthony McClelland						
Carol Patton						
Damien McCall	193	113	150	132	181	150
Daniel Flannery						
David McEneaney						
Denise Nelson						
Edith Donnelly						
Ian Menown						
Janet Toner						
Laila Damani	116	85	94	79	105	98
Michael Connolly						
Nick Cromie						
Nikki Cinnamond						
Paedar McKeown						
Pauline Lappin						
Sean Cartmill		1	4	6		4
Thelma Carvell						
	309	199	248	217	286	252

Care of the Elderly	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15
Name	Total documents	Total documents	Total documents	Total documents	Total documents	Total documents
Aileen McSorley						
Andrew Linton						
Beverley McGleenon						
Bronagh McGleenon	51	58	36	33	49	55
Claire Mawhinney	12	34	19	42	29	29
Damian Gormley	44	26	28	27	30	19
Diane Crooks						
Elaine Nelson	35	52	53	25	60	41
Gar Ling Diong	20	36	7	8	21	24
Grainne Tallon	25	17	22	17	20	20
Mansour Smew						
Michael McCormick	124	136	120	109	79	106
Patricia McCaffrey	123	147	100	97	91	131
Paul McGuckin	69	48	25	32	57	65
Sarah Campbell						2
	503	554	410	390	436	492

Dermatology	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15
Name	Total documents	Total documents	Total documents	Total documents	Total documents	Total documents
Art O'Hagan	256	161	206	251	227	167
Carolyn Ross	35	22	40	6		
Carrie Doyle						
David Eedy						
Georgina Maginn						
Lauren Godfrey						
Lelia McClelland	21	17	18	7	9	
Louise O'Brien						
Mairead Gates	18	33	47	21	20	23
Margaret Weir						
Paula Nugent	45	61	46	25	85	54
Paula Reid						
Rosemary Black	387	322	269	184	312	240
Rosemary Cairns						
Ruth Boreland						86
Ruth Russell	11	38	25	26	7	19
Sarah Landy	325	332	308	325	466	313
Sheila Bloomer	286	292	293	237	72	
Sheila Lavery	35	12			10	20
	1419	1290	1252	1082	1208	922

Endocrinology	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15
Name	Total documents	Total documents	Total documents	Total documents	Total documents	Total documents
Anthony Lewis						
David Donaldson						
Glynis Magee	34	75	104	69	114	140
Lynn Berry						
Mae McConnell	68	59	67	72	16	71
Mahir Abdalla						
Nosheen Iqbal						
Paul McMullan						
	102	134	171	141	130	211

Gastroenterology	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15
Name	Total documents	Total documents	Total documents	Total documents	Total documents	Total documents
Andrew Murdock	63	202	143	125	124	53
Bernadette Mulvenna						
Charles O'Brien						
David Haaijer						
Emily hannah						

Kennedy Price						
Michael Gibbons	128	122	192	70	75	83
Patrice McGrath						
Philip Murphy	155	116	91	168	109	168
Seamus Murphy	61	49	34	29	73	78
	407	489	460	392	381	382

General Medicine	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15
Name	Total documents	Total documents	Total documents	Total documents	Total documents	Total documents
Donal Duffin	56	65	54	62	35	46
Donna Muckian	11	30	35	13	30	16
Elizabeth Abernethy						
Mannan Khan						
Mark Roberts		47	55	67	57	57
Mary Quinn						
Michelle Holywood						
Nosheen Iqbal						
Ryan Boyle		11	25	16	22	18
Susan Yarr	2	4	27	19		
Una Bradley	100	98	92	62	109	150
Wadih Habeichi						
	169	255	288	239	253	287

Neurology	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15
Name	Total documents	Total documents	Total documents	Total documents	Total documents	Total documents
Fergal McVerry						
Heidi Thompson						
Jill Patton						
John Craig	79	83	58	52	70	70
Karen McKnight						
Raeburn Forbes						
	79	83	58	52	70	70

Respiratory	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15
Name	Total documents	Total documents	Total documents	Total documents	Total documents	Total documents
Alexander John	134	134	142	55	158	179
Audrey Johnston						
Cormac Murtagh						
Dawn Allen	33	25	25	31	38	30
Elaine Hayes		10	67	77	71	55
Fardosa Jama						
Liam Polley	78	84	97	73	85	83
Maire Drain	86	119				
Michaela Quinn	75	146	107	89	83	84
Naomi Chapman	45	105	93	63	104	66
Nuala McNeice	19	22	18	20	20	21
Rory Convery	134	133	111	148	135	124
Royanne Dickson	44	33	32	26	35	25
Shane Moan	115	82	82	66	67	60
	763	893	774	648	796	727

Rheumatology	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15
Name	Total documents	Total documents	Total documents	Total documents	Total documents	Total documents
Abdelbagi Ismail	236	111	4			
Ariene McMullan	52	33	24	15	45	39
Claire Devlin						
Elaine Wylie	60	78	52	80	78	81
Nicola Maiden	220	233	238	195	234	204
Niel Liggett	213	221	211	77	233	223
Stephanie Walker	144	100	116	93	116	107
Thomas McNeilly			78	154	225	227
Vivienne McGoldrick	231	202	211	160	224	174
	1156	978	934	774	1155	1055

Emergency Department	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15
Name	Total documents	Total documents	Total documents	Total documents	Total documents	Total documents
Gareth Hampton						
Hilda Nicholl	3	3	2	4		
Seamus O'Reilly	16	23	10	8	14	6
	19	26	12	12	14	6

## Update by specialty/clinician - Surgery and Elective Care

ENT	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15
Name	Total documents	Total documents	Total documents	Total documents	Total documents	Total documents
Andrew Taggart	145	126	143	69	158	150
Colin Leonard	240	144	171	128	122	146
David McCaul	238	175	177	136	173	179
Ekambar Reddy	326	195	240	217	135	216
Gillian Gray	131	184	74	158	171	177
Marian Korda	179	135	163	140	112	111
Michal Lesay	286	220	270	109	202	176
Peter Leyden	290	272	237	248	266	232
Sam Hall	332	431	273	315	323	348
Ted McNaboe	354	323	297	257	288	285
Turlough Farnan	58	66	87	83	121	54
	2971	2271	2132	1860	2071	2074

General Surgery	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15
Name	Total documents	Total documents	Total documents	Total documents	Total documents	Total documents
Adrian Neill	82	75	81	74	96	70
Alison Bell		12	28			
Alistair Lewis	140	71	96	81	73	57
Andrew McCanny						
Andrew McGuigan	30	64	40	46	72	
Anthony McBrearty						24
Brendan Wright	20		28			
Catherine Farnon		258	271	307	258	282
Cathy Magee	65	29	128	79	141	
Colin McCrory	69	126	55	121	107	106
Colin Weir	93	70	84	75	102	38
Damian McKay	81	136	86	174	170	161
David Gilpin	21	19	23	27	31	26
David Neely						
Dorothy Johnston	20	60		48	29	
Edward Mackle	73	100	112	70	126	52
Emmanuel Epamomeritakis						
Gareth Hewitt						
Gareth Irwin	15	56	30	7	46	26
Graham Finlayson	39			8	31	6
Helen Mathers			233	212	131	158
Justin Ong	9	34	8	38	27	20
Liam Convie	20	22	29		16	
Lucy O'Flaherty						
Marianne Rice	46	83	69	67	112	75
Michael Warnock	8	6	6	24		14
Muhammad Yousaf	263	17	143	33	122	182
Norah Scally	123	73	133	103	125	138
Paul Hughes	115	102	95	103	52	115
Peter Mallon	70	83	145	96	103	92
Rajinder Virdi						
Richard Mayes	40	33	94	146	33	20
Richard Russell						
Robert Brown						
Shanmugam Murugan	49	63	37	25	89	117
Susim Kumar	93	143	105	90	65	85
	1584	1735	2159	2054	2157	1864

Ophthalmology	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15
Name	Total documents	Total documents	Total documents	Total documents	Total documents	Total documents
Dimple Patel	201	257	164	163	223	213
Gawn McLwaine						
Martin Murphy						
Ms Twaij					10	102
Richard Best						
	201	257	164	163	233	315

Oral Surgery	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15
Name	Total documents	Total documents	Total documents	Total documents	Total documents	Total documents
Ivan Connolly						38
	0	0	0	0	0	38

T&O	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15
Name	Total documents	Total documents	Total documents	Total documents	Total documents	Total documents
Andrew Wilkinson		88	101	42	15	
Catherine Gilliland		27	7	35	7	
David McMurray	134	130	104	76	146	138
Enda McGinley	169	186	124	167	171	174
Fazal Hassan	99	278	198	111	211	176
Gary Rainey	312	271	326	267	246	253
Harriet Julian		47	97	86	123	16
Jonathan Bunn	3	181	100	100	119	177

Lynn Wilson	157	147	239	226	214	143
Mark Murnaghan	165	247	183	245	242	225
Martin Connolly	7		43		59	139
Niall Gibson	319	312	300	232	282	222
Ronan McKeown	149	175	180	139	77	99
Samuel Sloan	380	190	177	204	33	26
Sean Patton	192	192	145	150	140	157
Tim Doyle		178	174	89	260	201
	2086	2649	2498	2169	2345	2146

Urology	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15
Name	Total documents	Total documents	Total documents	Total documents	Total documents	Total documents
Aidan O'Brien						
Jenny McMahon	45	41	44	28	35	35
John O'Donoghue	83	114	52	65	105	113
Kate O'Neill						2
Karen Randhawa						
Mark Haynes	203	226	274	316	239	351
Michael Young	198	220	123	196	223	125
Rachel Hutton	90	68	70	30	52	44
Ram Suresh	157	99	130	98	134	153
Tony Glackin	264	238	254	179	272	232
	1040	1006	947	912	1060	1055

## Update by specialty/clinician- Integrated Maternity and Womens' Health

Gynaecology	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15
Name	Total documents	Total documents	Total documents	Total documents	Total documents	Total documents
Aaron McAvoy						
Aisling McAleer						
Amin Louli						
Amisus Magbanua						
Andrew Craven	33	30	7	7	23	10
Andrew Knox						
Anitha Chinnaduri	31	20	27	12	17	
Aoife Currie	124	94	132	129	114	102
Ayman Morsy	69	15				
Barbara Heffernan						
Beverley Adams	59	43	29	58	79	57
Brigid Smyth						
Catherine Malone	35	13	49	30	57	9
Claire Timlin						
Clare Thompson	8	11	32	33	37	22
Dafalla Elamin						
David Sim	62	128	118	136	193	131
Deborah Smith						
Donald Chandranath	18	32	42	10	8	3
Edgar Boggs	89	92	56	35	62	43
Edwina Hegarty	5	13	5			
Elaine Craig				54	14	10
Foteini Verani	15	24		31	7	7
Gemma Ferguson	24	9	27	4	13	8
Geoff McCracken	93	58	63	72	83	86
Gillian Blayney						
Gillian McKeown	93	142	74	105	116	84
Harmini Sidhu	102	45	71	50	73	60
Helen Goodall	17	19	28	35	24	42
Helen Kennedy	9					6
Helen Winter						
Jess Gomersall						
Joanna Johnston	27	47	18	13	47	14
John Grimes						
John McDonald						
John McManus						
Johnny White						
Karen McKinney	53	41	50	40	63	56
Kasi Sellappan						
Katharine Loane	25	20	25	33	14	17
Katie Johnston						
Kennedy Price						
Kevin Hagan						
Khaled El-Hayes				29		
Laura Jamison						
Laura Totten	18	14			11	
Lisa Bell					47	12
Lynsey Hinds						
Mark McComiskey						
Meeta Kamath	100	51	51	93	96	28
Michael O'Hare						
Nazish Kanwal	36	7	11	24	7	15
Omnya Mohamedali	32	33	7	13	11	1
Pauline Gaskin						
Rachel Allister						
Rebecca Barclay						
Richard Decourcy-WH	99	109	106	101	117	142
Sara Shahid	19	27	51	22	27	46
Sharan Gill						
Skartsolias Tasos	11	29	29	9	29	27
Susanna Finnegan			29	78	85	55
Suzanne Carron	13	21	21	46	8	9
Suzanne Price	43	25	21	25	20	36
Tim McCormick	106	168	86	132	100	107
Tsveta Hadjeva	31	37	21	11	22	30
Yasmeen Kazi	49	46	44		40	35
	1548	1463	1330	1470	1664	1310

**Digital Dictation - Number of Documents**

Division	Speciality	Apr-13	May-13	Jun-13	Jul-13	Aug-13	Sep-13	Oct-13	Nov-13	Dec-13	Jan-14	Feb-14	Mar-14	Apr-14	May-14	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15
IMWH	Gynaecology	1357	1292	1550	1530	518	1655	1799	1634	1494	1834	1512	1356	1362	1252	1441	1440	1142	1548	1463	1330	1470	1664	1310
<b>Sub Total: IMWH</b>		<b>1357</b>	<b>1292</b>	<b>1550</b>	<b>1530</b>	<b>518</b>	<b>1655</b>	<b>1799</b>	<b>1634</b>	<b>1494</b>	<b>1834</b>	<b>1512</b>	<b>1356</b>	<b>1362</b>	<b>1252</b>	<b>1441</b>	<b>1440</b>	<b>1142</b>	<b>1548</b>	<b>1463</b>	<b>1330</b>	<b>1470</b>	<b>1664</b>	<b>1310</b>
SEC	ENT	1940	2278	2265	1895	591	2368	2215	2360	1959	2369	2314	2665	1801	2356	2417	2233	2183	2971	2271	2132	1860	2071	2074
SEC	General Surgery	489	952	893	895	509	1358	1386	1405	1124	1262	1109	1347	1336	1211	1306	932	1088	1584	1735	2159	2054	2157	1864
SEC	Ophthalmology	0	29	159	230	25	192	206	177	156	215	110	227	70	183	191	225	183	201	257	164	163	233	315
SEC	Oral Surgery	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	38
SEC	T&O	321	340	357	224	88	383	632	1196	1955	2318	2146	2069	2041	2140	2327	1950	1541	2086	2649	2498	2169	2345	2146
SEC	Urology	341	300	391	433	272	751	585	632	583	617	665	642	549	557	535	607	738	1040	1006	947	912	1060	1055
<b>Sub Total: SEC</b>		<b>3091</b>	<b>3899</b>	<b>4065</b>	<b>3677</b>	<b>1485</b>	<b>5052</b>	<b>5024</b>	<b>5770</b>	<b>5777</b>	<b>6781</b>	<b>6344</b>	<b>6950</b>	<b>5797</b>	<b>6447</b>	<b>6776</b>	<b>5947</b>	<b>5733</b>	<b>7495</b>	<b>7918</b>	<b>7900</b>	<b>7158</b>	<b>7866</b>	<b>7492</b>
MUSC	Cardiology	0	0	0	0	0	0	0	0	38	107	93	56	83	93	273	177	148	309	199	248	217	286	252
MUSC	Care of the Elderly	100	152	221	164	29	223	208	204	189	252	269	282	300	248	426	415	387	503	554	410	390	436	492
MUSC	Dermatology	1753	1634	1503	781	275	1966	1667	1757	1747	1803	1714	1614	1423	1396	1403	1660	689	1419	1290	1252	1082	1208	922
MUSC	Endocrinology	0	33	56	23	13	85	136	100	136	159	78	93	124	104	88	45	164	102	134	171	141	130	211
MUSC	Gastroenterology	93	107	96	105	33	289	295	250	180	227	210	205	407	382	373	344	268	407	489	460	392	381	382
MUSC	General Medicine	0	0	33	13	0	102	114	167	113	89	144	93	123	164	140	163	147	169	255	288	239	253	287
MUSC	Neurology	67	74	83	59	17	75	64	56	57	65	74	54	86	71	60	30	15	79	83	58	52	70	70
MUSC	Renal	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
MUSC	Respiratory	138	270	306	312	143	593	769	613	540	769	761	660	701	739	696	662	744	763	893	774	648	796	727
MUSC	Rheumatology	573	690	778	641	262	734	929	947	836	990	919	881	811	849	1065	981	914	1156	978	934	774	1155	1055
MUSC	Emergency	0	0	0	0	0	0	0	0	31	11	7	1	29	8	14	8	21	19	26	12	12	14	6
<b>Sub Total: MUSC</b>		<b>2724</b>	<b>2960</b>	<b>3076</b>	<b>2098</b>	<b>772</b>	<b>4067</b>	<b>4182</b>	<b>4094</b>	<b>3867</b>	<b>4472</b>	<b>4269</b>	<b>3939</b>	<b>4087</b>	<b>4054</b>	<b>4538</b>	<b>4485</b>	<b>3497</b>	<b>4926</b>	<b>4901</b>	<b>4607</b>	<b>3947</b>	<b>4729</b>	<b>4404</b>
<b>Grand Total</b>		<b>7172</b>	<b>8151</b>	<b>8691</b>	<b>7305</b>	<b>2775</b>	<b>10774</b>	<b>11005</b>	<b>11498</b>	<b>11138</b>	<b>13087</b>	<b>12125</b>	<b>12245</b>	<b>11246</b>	<b>11753</b>	<b>12755</b>	<b>11872</b>	<b>10372</b>	<b>13969</b>	<b>14282</b>	<b>13837</b>	<b>12575</b>	<b>14259</b>	<b>13206</b>

**From:** Carroll, Anita <[REDACTED]>  
**Sent:** 20 February 2017 13:47  
**To:** Trouton, Heather <[REDACTED]>; Carroll, Ronan  
<[REDACTED]>; McVey, Anne <[REDACTED]>  
**Cc:** Robinson, Katherine <[REDACTED]>  
**Subject:** FW: Digital Dictation Usage Update

Dear ads

See below I was asking Katherine about uptake on DD and she has advised

Do you wish to try and see if we can get all users to get on the system , or maybe you would like a chat in your teams

Anita

From: Robinson, Katherine  
Sent: 17 February 2017 14:33  
To: Carroll, Anita  
Subject: Digital Dictation Usage Update

## **Update on usage of Digital Dictation**

*All areas except*

Neurology

Cardiology (Dr McEneaney/Flanner/McClelland)

Derm (Dr Eedy)

Gynae DHH (1 SHO Dr Saha)

Surgical (Hewitt)

Urology (O'Brien)

Vast improvement overall.

K

*Mrs Katherine Robinson*

*Booking & Contact Centre Manager  
Southern Trust Referral & Booking Centre  
Ramone Building  
Craigavon Area Hospital*

t: Personal Information redacted by the USI  
e: Personal Information redacted by the USI

**From:** Corrigan, Martina <[redacted]>  
**Sent:** 09 June 2017 11:09  
**To:** Robinson, Katherine <[redacted]>  
**Subject:** RE: AOB DD

Great thanks

Martina

Martina Corrigan  
Head of ENT, Urology, Ophthalmology and Outpatients  
Craigavon Area Hospital



*INTERNAL: EXT [redacted] if dialling from Avaya phone. If dialling from old phone please dial*

*Personal Information redacted by the USI*

*EXTERNAL: [redacted]*

*Mobile: [redacted]*

From: Robinson, Katherine  
Sent: 09 June 2017 10:10  
To: Corrigan, Martina  
Subject: RE: AOB DD

Yes all done

*Mrs Katherine Robinson  
Booking & Contact Centre Manager  
Southern Trust Referral & Booking Centre  
Ramone Building  
Craigavon Area Hospital*

t: [redacted]

e: [redacted]

From: Corrigan, Martina  
Sent: 09 June 2017 09:57  
To: Robinson, Katherine  
Subject: RE: AOB DD

no its Southern Trust dictation done on his laptop in Enniskillen and it was to go to Noleen it was just that he had to get linked into their wifi/trustnet access so he could use his own computer. Just need to see did he dictate last Monday 5 June EUROAOB?

Martina

Martina Corrigan  
Head of ENT, Urology, Ophthalmology and Outpatients  
Craigavon Area Hospital



*INTERNAL: EXT [Personal Information redacted by the USI] if dialling from Avaya phone. If dialling from old phone please dial*

*EXTERNAL: [Personal Information redacted by the USI]*

*Mobile: [Personal Information redacted by the USI]*

From: Robinson, Katherine  
Sent: 09 June 2017 09:55  
To: Corrigan, Martina  
Subject: RE: AOB DD

We cant check the Western Trust

*Mrs Katherine Robinson  
Booking & Contact Centre Manager  
Southern Trust Referral & Booking Centre  
Ramone Building  
Craigavon Area Hospital*

t: [Personal Information redacted by the USI]  
e: [Personal Information redacted by the USI]

From: Corrigan, Martina  
Sent: 09 June 2017 07:00  
To: Robinson, Katherine  
Subject: AOB DD

Morning

Can you check with Maria is Mr O'Brien up to date with his dictation – including Monday's SWAH clinic (I had organised for with the Western Trust to allow him access to their internet so that he could do his DD).

Thanks

Martina

Martina Corrigan  
Head of ENT, Urology, Ophthalmology and Outpatients  
Craigavon Area Hospital



*INTERNAL: EXT [Personal Information redacted by the USI] if dialling from Avaya phone. If dialling from old phone please dial*

*EXTERNAL : [Personal Information redacted by the USI]*

*Mobile: [Personal Information redacted by the USI]*

-----Original Message-----

From: Carroll, Anita <[REDACTED]>  
 Sent: 21 December 2015 12:01  
 To: Trouton, Heather <[REDACTED]>; Conway, Barry  
 <[REDACTED]>; Gibson, Simon  
 <[REDACTED]>; Carroll, Ronan <[REDACTED]>;  
 McVey, Anne <[REDACTED]>  
 Cc: Robinson, Katherine <[REDACTED]>; Lappin, Aileen  
 <[REDACTED]>; Walker, Helen <[REDACTED]>  
 Subject: FW: Admin Issues - FAO Nursing & Medical Staff

Dear all see below from Katherine and her team a list of things that would assist admin staff and add clarity in the patient pathway Can you discuss the same in your teams with HOS and amds and let me know the outcomes Maybe we can discuss at teamtalk in the new year A

From: Robinson, Katherine  
 Sent: 18 December 2015 12:31  
 To: Carroll, Anita  
 Subject: Admin Issues - FAO Nursing & Medical Staff

I would be grateful if you would bring the following to the attention of the AMD's, AD's and HOS etc. These processes are all in place but just not always followed and if they were adhered to they would help admin and clerical staff greatly and minimise risk of delays to patients.

- Highlight RF, Cancer and high risk patients as appropriate on G2
- Junior doctors should select the appropriate Supervisor (Consultant of clinic) on G2 for their clinic dictation
- Clinic outcome forms should be used to ensure no unnecessary delays in the patient pathway, oc referrals, adding patients to waiting list etc.
- If a patient needs reviewed within a specific timescale this needs highlighted by using the comment Must Be Seen(MBS 3 mths) or Urgent 3 mths to ensure the patient is added to the urgent review waiting list etc.
- Proformas should be put in an envelope along with the clinic not inside the patient chart – if the chart is taken away or a delay in typing the patient won't be added to the waiting list until the clinic is typed.
- E Discharges –junior doctors often advise on these that patients will be 'reviewed in due course'. This is ambiguous, a timeframe should be specified because clerical staff can't guess this and the ward clerk/secretary does not have time to chase the medics.

Many thanks

K  
 Mrs Katherine Robinson  
 Booking & Contact Centre Manager  
 Southern Trust Referral & Booking Centre Ramone Building Craigavon Area Hospital

t: [REDACTED]

e: [REDACTED]

**From:** Gibson, Simon <[REDACTED]>  
**Sent:** 24 February 2016 20:45  
**To:** Carroll, Anita <[REDACTED]>; Trouton, Heather  
<[REDACTED]>; Conway, Barry  
<[REDACTED]>; Carroll, Ronan <[REDACTED]>;  
McVey, Anne <[REDACTED]>  
**Cc:** Robinson, Katherine <[REDACTED]>; Walker, Helen  
<[REDACTED]>; Lappin, Aideen <[REDACTED]>  
**Subject:** RE: Admin Issues - FAO Nursing & Medical Staff

Dear Anita

Yes this was picked up at our divisional governance meeting, with HOS taking it down into specialty meetings following this.

I'll raise with MUSC to check progress; might need to be a 1:1 with each doctor so they get it.

Kind regards

Simon

Simon Gibson  
Assistant Director – General & Specialty Medicine  
Southern Health & Social Care Trust

[REDACTED]

Mobile: [REDACTED]  
CAH: [REDACTED]  
DHH: [REDACTED]

From: Carroll, Anita  
Sent: 17 February 2016 12:37  
To: Trouton, Heather; Conway, Barry; Gibson, Simon; Carroll, Ronan; McVey, Anne  
Cc: Robinson, Katherine; Walker, Helen; Lappin, Aideen  
Subject: RE: Admin Issues - FAO Nursing & Medical Staff

Dear all

As I indicated had this been shared? I asked Katherine if any improvement and she has indicated that she hasn't identified any improvements yet. She said Louise Devlin did engage re Rheumatology but hasn't heard from other HOS. Has this been widely shared?

Anita

From: Carroll, Anita  
Sent: 14 January 2016 12:19  
To: Trouton, Heather; Conway, Barry; Gibson, Simon; Carroll, Ronan; McVey, Anne

Cc: Robinson, Katherine; Lappin, Aideen; Walker, Helen  
Subject: RE: Admin Issues - FAO Nursing & Medical Staff

Dear all

Apart from Anne I haven't heard back from the rest of you and I think we still need clarity on these issues

For team talk on Tuesday

A

From: Carroll, Anita  
Sent: 21 December 2015 12:01  
To: Trouton, Heather; Conway, Barry; Gibson, Simon; Carroll, Ronan; McVey, Anne  
Cc: Robinson, Katherine; Lappin, Aideen; Walker, Helen  
Subject: FW: Admin Issues - FAO Nursing & Medical Staff

Dear all see below from Katherine and her team a list of things that would assist admin staff and add clarity in the patient pathway

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Maybe we can discuss at teamtalk in the new year

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To: Carroll, Anita  
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Many thanks

K

*Mrs Katherine Robinson*  
*Booking & Contact Centre Manager*  
*Southern Trust Referral & Booking Centre*  
*Ramona Building*  
*Craigavon Area Hospital*

t:

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e:

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## Notes of Service Administrators meeting

Held on Wednesday 15th January 2014 in Seminar Room 2, MEC CAH at 2pm

### Present:

Anita Carroll  
Andrea Cunningham  
Katherine Robinson  
Marie Loughran  
Pamela Lawson  
Irene Hewitt  
Christine Rankin

### Apologies:

Helen Forde  
Sinead Corr

### 1. Risks to areas

Service Administrator		Action
Pamela	<p>Case note tracking issue</p> <p>AOB – charts still at home</p> <p>Audits – lack of resources to pull charts</p> <p>Secondments and EOI posts – resource problems</p>	<p><b>ACTION Pamela</b></p> <ul style="list-style-type: none"> <li>to send emails to Anita</li> <li>to check triage with Martina</li> </ul> <p><b>ACTION Anita to speak with Helen Walker</b></p>
Marie	<p>Lack of staff – gripe re scheduling and additional theatre lists</p> <p>Surgery ENT and Ophthalmology – 1 secretary off sick but no funding for additionality</p> <p>ERCPS? Returned to Secretaries</p> <p>Agreed small levels of overtime</p> <p>Also pressure – scrutiny request</p>	

Lucia	Backlogs in Medicine	
Andrea	Ward merges – work need with Ward Clerks. Lab results – 2WA – Antenatal 2WP – Postnatal  Direct referrals for Colposcopy QARC Visit? Raise with AD	<b>ACTION</b> Anita to speak to Anne McVey, AD for IMWH.
Irene	Filing space. Irene bring something back from Villa starting alphabetical order  Scanning of ED records on hold.  15hrs Maternity Leave No secondments X-Ray – sent out final version.	
Christine	Rotas not in time and changes to rotas. T&O and Surgery not getting full sick weeks' notice.  Additionality – and Triage of AOB  Concerns re end of year  Short staff	<b>ACTION</b> Anita to raise with HOSs
Sinead	Not present	

## 2. Amnesty issues

Mostly backlog filing and dictation.

MAU discharges – to be raised with Simon.

## 3. Backlogs: suggestions to smooth out speciality variations cope with pressures

Medicine – longest waiters – Dermatology help being given by BOH and Care of Elderly by CQ.

Lucia raised Dermatology issues

**ACTION:** Lucia to put together a paper for Anita to send to Simon.

**ACTION** Andrea to send detail on outstanding results

**4. New developments Whiteboards, Digital Dictation, HRPTS, E Discharge: any issues**

Lucia and Marie to review reports every 2 weeks.

**ACTION** Anita to speak to Valerie re Trends

**ACTION** Ward clerk information to be sent to Anita

**5. Induction of staff, training issues, SOPS**

**6. Update from the Service Administrators and HRPTS**

Issues being raised re quality of staff and fear of letting staff go.

**ACTION** Anita to speak to Helen Walker.

Extra clinic causing pressures.

Weed needed in records

E Discharge not in use in elective admissions

**ACTION** Anita to speak to Heather Trouton

AOB – late triaged and amending and not dictating OC referrals

**ACTION** Anita to confirm re X-Ray reports and stop filing.

**7. Mandatory Training Dates**

Bring to attention of all staff.

**8. Any Other Business**

HR & Advert for bank but not known to Service Administrators

**ACTION** Anita to speak to Helen Walker

Kitchen & Toilet facilities - secretaries upstairs in Ramone.

**ACTION** Anita to speak to Kate

HRPTS – on-going issues raised by Irene. Irene doing some sample time sheets and taking a long time.

**ACTION** Anita to raise laptop issue with Edit Doyle

**9. Date of next meeting:- 19th February @ 2pm in Seminar Room 2, MEC CAH**

-----Original Message-----

From: Carroll, Anita <[redacted]>

Sent: 27 June 2013 08:51

To: Robinson, Katherine <[redacted]>

Subject: FW: Acute Directorate Admin Staff / AFC Band Uplifts

-----  
Mrs Anita Carroll  
Assistant Director of Acute Services  
Functional Support Services  
5 Hospital Road  
Newry  
Co. Down  
BT35 8DR

Tel: [redacted]

Fax: [redacted]

From: Trouton, Heather  
Sent: 27 June 2013 08:49  
To: Carroll, Anita; Glenny, Sharon  
Subject: RE: Acute Directorate Admin Staff / AFC Band Uplifts

Ok

Sharon

Re Michelle and Marie, I know the 5's were created way back but was there funding for the upgrade? Can you shine any light in this for Anita?  
Heather

From: Carroll, Anita  
Sent: 26 June 2013 17:37  
To: Trouton, Heather  
Subject: FW: Acute Directorate Admin Staff / AFC Band Uplifts

Heather this appears to be the case for Sinead :who we know will be sorted Michelle mc clelland ?  
Marie Loughran ?  
Any knowledge you have would be great  
Thanks A

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Mrs Anita Carroll