HOSPITAL OUT OF HOURS POLICY

			POLICY
Reference	CPG-TW-HOOHP		
Approving Body	Joint U&EC Clinical Governance Group		
Date Approved	July 2023		
For publication to external SFH	Positive confirmation received from the approving body the		
website			patients or the public:
	YES	NO	N/A
	Х		
Issue Date	16 th August 2023		
Version	3.0		
Summary of Changes from Previous Version	 CCOTT hours changed to working 24/7 Inclusion of HOOH reviewing patients in EAU Terminology- from Night Team Leader to Hospital Out of Hours (Practitioner) 		
Supersedes	v2.0, Issued 25 th October 2018 to Review Date June 2023 (ext ⁶)		
Document Category	Clinical		
Consultation Undertaken	 CCOT- Critical Care Outreach Team HOOH -Hospital Out of Hours Duty Nurse Manager Matron Quality, Safety and Improvement Divisional Governance Lead Matron Consultant in General and Internal Medicine Head of Service 		
Date of Completion of Equality Impact Assessment	Medical Director Cheryl Fagan Matron. 10/02/2023		
Date of Completion of Equality Impact Assessment	Cheryl Fagan Matron. 10/02/2023		
Legal and/or Accreditation Implications	Not Applicable		
Target Audience	 Hospital Out of Hours Practitioner (HOOHP) Critical Care Outreach Team (CCOT) Duty Nurse Manager (DNM) Medical Registrar Medical Junior Doctors Surgical Registrar and Surgical Juniors Trauma & Orthopaedics Middle Grade and Junior. 		
Review Date	May 2024 (RO ¹)		-
Sponsor (Position)	Chief Operating Officer		
Author (Position & Name)	Cheryl Fagan. Matron		
Lead Division/ Directorate	Urgent & Emergency Care		
Lead Specialty/ Service/ Department	Acute Medicine		
Position of Person able to provide Further Guidance/Information	Hospital Out of H	ours Matron	
Associated Documents/ Information	Date Associated Documents/ Information was reviewed		
Not Applicable		Not Applicable	
Template control		June 2020	

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1.0 INTRODUCTION

The Hospital Out of Hours (HOOH) Policy sets out the best way to achieve effective and safe clinical care outside of normal working hours within SFHT. It is a multi-professional, multidisciplinary approach that between the team they will have a full range of skills and competencies to meet patients' needs to deliver the most appropriate patient care Out of Hours with the aim to maintain patient safety.

2.0 POLICY STATEMENT

The aims of this Policy are to:

- Ensure that acutely ill patients are seen in order of priority and receive effective timely care.
- Adhere to the trust escalation and observation policy.
- Facilitate the effective handover of sick patients throughout the hospital.
- Provide support for all team members and reduce the amount of time spent working in isolation.
- Deliver substantive handover arrangements and ensure that all staff working Out of Hours receive relevant information with regards to higher risk patients.
- Maintain patient safety and escalate any immediate concerns to the relevant people.
- Provide senior leadership on site at Kings Mill Hospital to ensure safe and cohesive site working.

This clinical document applies to:

Staff group(s):

- Hospital Out of Hours Practitioner (HOOHP).
- Critical Care Outreach Team (CCOT).
- Duty Nurse Manager (DNM).
- Medical Registrar.
- Medical Junior Doctors.
- Surgical Registrar and Surgical Juniors.
- Trauma & Orthopaedics Middle Grade and Junior.

Clinical area(s)

• The Policy is applicable to wards within Kings Mill Hospital only.

Patient group(s)

• All adult in-patients.

Exclusions - Areas not covered by Hospital out of Hours service

- Women and Children's areas- except for medical/surgical outliers on Gynaecology ward.
- ED.

3.0 DEFINITIONS / ABBREVIATIONS

ALS	Advanced Life Support		
ССОТ	Critical Care Outreach Team		
ED	Emergency Department		
DNM	Duty Nurse Manager		
НООН	Hospital Out of Hours		
EPMA	Electronic Medication Prescribing.		
NERVECENTRE	Refers to IT system supporting task allocation and observation		
	escalations.		
HOOHP	Hospital Out of Hours Practitioner		
OUT OF HOURS	Refers to all working out of the perceived normal working hours of		
	09:00hrs and 17:00hrs Monday to Friday excluding Bank Holidays		
OOH	Out of Hours		
SFHT	Sherwood Forest Hospitals NHS Foundation Trust		
T&O	Trauma & Orthopaedics		

4.0 ROLES AND RESPONSIBILITIES

Hospital Out of Hours Co-Ordinator

The Hospital Out of Hours Practitioner (HOOHP) is an experienced registered nurse with a comprehensive range of skills who acts as a senior nurse clinician with the specific role of providing centralised coordination across the hospital while also supporting the clinical team.

One Hospital Out of Hours Practitioner (Band 7) will be on duty from 16.30hrs to 08.15hrs Monday to Friday and 24 hours over the weekends and Bank holidays.

The HOOHP will receive and triage all requests for assistance, treatment or care from ward areas and delegate tasks using Nervecentre. The Emergency Assessment Unit will generate a task for assistance by calling the HOOHP team via Vocera or Bleep 620.

Nervecentre is a real time software programme which enables allocation to the most appropriate available team member.

The HOOHP will coordinate the doctors covering Medicine, Surgery and T&O.

There is a requirement for all doctors to cross cover all divisions to help maintain the safety of the hospital. They are expected to work closely with the HOOHP with an ethos of joint working and collaboration to:

- Support effective governance.
- Utilise protocols, policies and guidelines to inform the decision-making process.
- Where appropriately qualified prescribe and administer routine and emergency medications.
- Assessing and utilising computer software to support the review of blood results and xrays.

- The HOOHP are expected to attend all ART calls, Cardiac arrests and when workload permits trauma calls.
- When workload permits, the HOOHP are expected to support the Emergency Assessment Unit to review patients with raised NEW's scores or that are deteriorating following a call from the Emergency Assessment Unit Nurse.
- Mentoring, supporting and educating junior doctors and nursing staff.
- Triaging phone calls/bleeps from wards and prioritising workload.
- Verification of death in a patient where the death was expected.
- Maintain clear channels of communication with the Duty Nurse Manager and CCOT Teams.
- The HOOHP will be the designated ALS-qualified senior nurse with (ALS) on the resuscitation team.
- In the event of Nervecentre system failure the wards will be expected to contact the HOOHP via Vocera or Bleep 620.
- The HOOHP will manually document all tasks created during this time and allocate it to the relevant doctor via bleep.
- Determine the best skill mix and relocate Doctors as necessary to maintain a safe environment of care.
- The HOOHP and DNM will work collaboratively and are equally responsible for having an overview of Trust staffing OOH.
- In the event of an absence of a HOOHP, and where an appropriately trained member of staff is not available for shift, the following action should be taken:
- Undertake a review of the HOOH rota, cancel management shifts and training to support clinical care.
- Hospital Out of Hours team is contacted and consideration to support task allocation from home. If this occurs:
- The Medical Registrar, Sliver on Call, DNM, CCOT and Consultant on Call informed the HOOHP will be monitoring task allocation remotely.
- A suitably qualified Nurse within the trust is identified to support the HOOH handover and designated to hold the 620/Cardiac Arrest Bleep and Vocera to take referrals from the wards and communicate with the HOOHP who is working remotely.
- CCOT asked to attend Cardiac Arrest during this period.

Critical Care Outreach Team

A CCOT service will be provided 24hours per day 7 days a week including weekends and bank holidays.

Responding to any triggered calls for assistance, as per the Observation and Escalation Policy (April,2020) and following up any patients who are currently under their care, via vocera, nervecentre, or bleep.

All triggered calls are recorded on the CCOT 'call log'. All interventions are recorded on the CCOT section of the Orion database.

A CCOT practitioner will triage if a visit is required and give telephone advice if appropriate.

If, due to unexpected sickness where no cover can be provided by CCOT the lead nurse for CCOT and CCOT Matron will be informed in working hours and the Duty Nurse Manager out of hours.

When multiple escalations come in at the same time, HOOHP and CCOT will work together to ensure appropriate clinical responses are undertaken, by triaging and reviewing deteriorating patients in a timely manner.

Duty Nurse Manager

The DNM has operational responsibility for the Trust, monitoring activity levels and waiting times in ED.

The DNM is the nominated Fire Officer and holds a cardiac arrest bleep out of hours.

He/she is also responsible for escalating situations up to the relevant manager on-call and will retain their specific role as set up in the major incident policy.

Out of Hours Doctors

It is required for speciality clinical teams to attend a handover to achieve the efficient transfer of good quality and timely clinical information.

All doctors are required to log onto Nervecentre at the beginning of the shift, they should contact the HOOHP if this is not possible. It is the responsibility of the doctor to ensure that during their shift they remain logged onto system.

Handover will be supported by the Nervecentre System and attendance is mandatory for all Out of Hours clinicians.

Nervecentre provides visibility of tasks requested by ward staff, their urgency, and allows the allocation of tasks showing staff available to complete them in real time, hospital wide. It generates an overview of activity that gives the Trust an accurate picture of what is happening across the hospital out of hours. This feeds into a wide range of activities that support safety, quality and resource allocation.

User Guides including one for Hospital at Night can be accessed via the Trust's <u>Nerve</u> <u>Centre Intranet</u>

<u>Wards</u>

- Responsible for identifying patients that require an intervention during out of hours period on Nerve centre. The Emergency Assessment will contact the HOOHP for any escalations.
- The Trust's Observation and Escalation Policy (April 2020) will be followed as described above.
- All clinically unwell patients will be referred through to CCOT using either automatic escalation, Vocera or bleep 888. A verbal follow up call is required as per the adult escalation policy
- Generating tasks using the Task Request HOOH application on the computer or handheld nervecentre device. All tasks that require an urgent response should be followed up with a bleep on 620 or Vocera.
- An SBAR handover will be provided, that will ensure that all relevant details are systematically communicated in an efficient way to the CCOT/HOOHP, saving time and using valuable resources effectively.
- A member of the ward team will document in the nursing and/or medical record any <u>direct</u> verbal communication between the ward staff and CCOT/HOOHP nurse.
- For a member of the ward team to provide a baseline assessment for CCOT/HOOHP on arrival to the ward
- The ward-based nurse will stay with the CCOT/HOOHP nurse to provide assistance with the deteriorating patient, but also for training and education purposes.
- S Situation What is happening at the present time?
- **B** Background What are the circumstances leading to this situation?
- **A** Assessment What do I think the problem is?
- **R** Recommendation What should we do to correct the problem?

This should include recent observations of respiratory rate, manual pulse rate, blood pressure, temperature and NEWs score. If it is appropriate, an ECG should be also be done.

Clinical Support Worker

The Clinical Support Worker will work alongside the HOOHP providing support with venepuncture, cannulation, ECG recording and catheterisation.

To attend all cardiac arrests when workload permits.

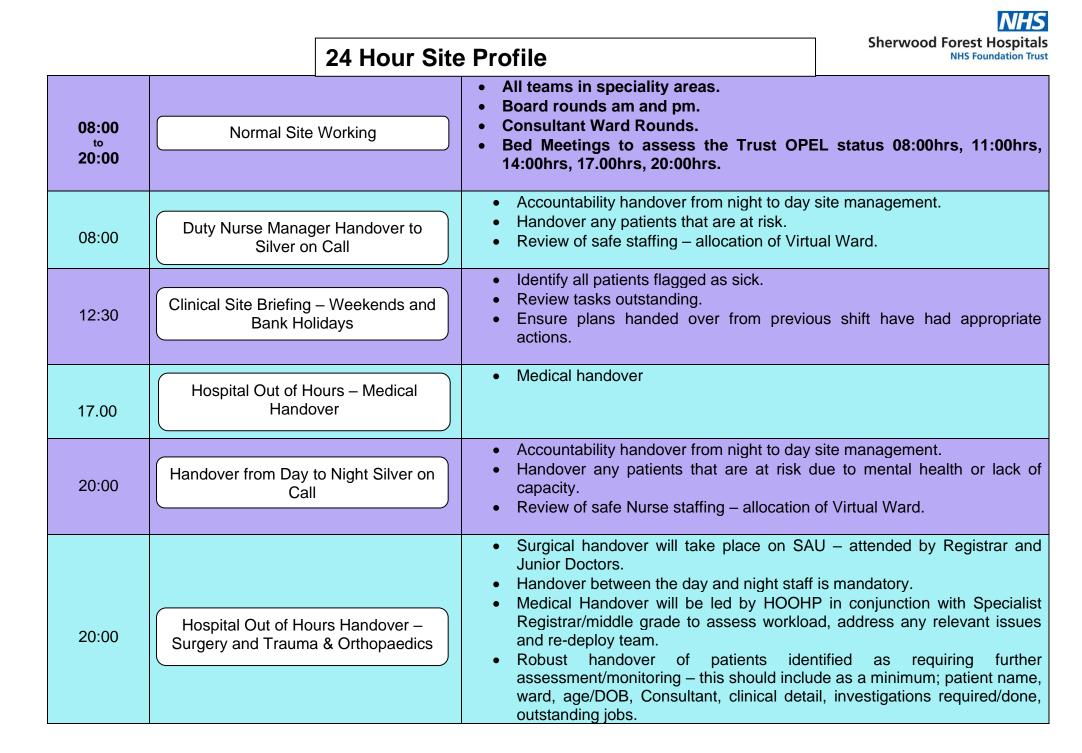


5.0 APPROVAL

• Following consultation, this policy has been approved by the Urgent & Emergency Care Divisional Clinical Governance Group

6.0 DOCUMENT REQUIREMENTS (POLICY NARRATIVE)

Please see tables below for timeline.



20:00	Hospital Out of Hours Handover - Medicine	 Medical handover will take place in HOOH office which is located in ED – attended by Registrar and Junior Doctors. Handover between the day and night staff is mandatory. Handover will be led by HOOHP in conjunction with Specialist Registrar/middle grade to assess workload, address any relevant issues and re-deploy team. Robust handover of patients identified as requiring further assessment/monitoring – this should include as a minimum; patient name, ward, age/DOB, Consultant, clinical detail, investigations required/done, outstanding jobs.
08:00	Night to Day Handover	 Handover of sick patients to day teams. Speciality teams ensure sick and new admissions are considered. At weekends and Bank holidays Doctors allocated a base ward/area by the HOOHP with the expectation to support other areas if workload
		the HOOHP with the expectation to support other areas if workloat permits or patient safety is identified as a risk.

7.0 MONITORING COMPLIANCE AND EFFECTIVENESS

Minimum Requirement	Responsible Individual	Process for Monitoring	Frequency	Responsible Individual or
to be Monitored		e.g. Audit	Monitoring	Committee/
(WHAT – element of compliance or effectiveness within the document will be monitored)	(WHO – is going to monitor this element)	(HOW – will this element be monitored (method used))	(WHEN – will this element be monitored (frequency/ how	Group for Review of Results (WHERE – Which individual/ committee or group will this be reported to, in what format (eg verbal, formal report etc) and by
			often))	who)
Datix incidents submitted for non-attendance when requested	Hospital out of Hours team	Via Datix	Ad hoc – as each individual incident arises	Reported through the respective committee/ governance structure depending on issue identified.
Monitor Automatic escalations and Tasks requests submitted to the HOOH team	HOOH team	Audits and data abstracted from Nervecentre	Quarterly	Divisional Clinical Governance HARMs DPG

8.0 TRAINING / COMPETENCY AND IMPLEMENTATION

The list of roles will be used as the guide to formulate a successful induction programme. The roles are a minimum set required to achieve safe and effective clinical care and must be underpinned by a programme of education to support continued professional development of the HOOH nursing workforce. This means patients will have timely enhanced co-ordinated care and doctors in training will have the support of clinically competent, senior nursing colleagues.

Advanced Life Support – Hospital Out of Hours Team Leader will be designated person within cardiac arrest team with ALS.

9.0 IMPACT ASSESSMENTS

- This document has been subject to an Equality Impact Assessment, see completed form at <u>Appendix C</u>
- This document has been subject to an Environmental Impact Assessment, see completed form at <u>Appendix D</u>

10.0 EVIDENCE BASE (Relevant Legislation/ National Guidance) AND RELATED SFHFT DOCUMENTS

Evidence Base:

• The original "Hospital at Night Operational Plan Project" which this policy has subsequently evolved from was developed in response to the European Working Time Directives for Junior Doctors. The Royal College of Nursing and British Medical Association had previously endorsed the Hospital at Night (H@N) care model.

Related SFHFT Documents:

- Observation and Escalation Policy for Adult Inpatients
- Nervecentre User Guide for Hospital at Night

11.0 KEYWORDS

HOOH; HOOHP; at night; Night Team Leader; NTL; operational;

12.0 APPENDICES

- Appendix A Generic Roles for a Hospital Out of Hours Practitioner Skills for Health
- <u>Appendix B</u> Competency Framework for Hospital Out of Hours Practitioner
- Appendix C Equality Impact Assessment
- Appendix D Environmental Impact Assessment

Appendix A

Generic Roles for a HOOHP – Skills for Health

PHYSICAL

- 1. Take a presenting history from an individual to inform assessment.
- 2. Obtain supporting information to inform the assessment of an individual.
- 3. Undertake physiological measurement utilise NEWS to assess physical status and determine the level of care required.
- 4. Assess an individual's health needs and status; cardiovascular, respiratory, abdominal, neurological.
- 5. Perform non- invasive monitoring to obtain physiological measurements; respiratory rate, blood pressure, pulse, temperature, pulse oximetry, continuous electrocardiograph.
- 6. Refer individuals to appropriate member of Hospital at Night team for further assessment.

TECHNICAL

- 7. Carry out arterial puncture and collect arterial blood.
- 8. Obtain venous blood samples.
- 9. Initiate laboratory clinical tests and correctly interpret results i.e. Biochemistry, haematology, coagulation screening
- 10. Requesting radiological examination e.g. chest, abdominal x-ray
- 11. Perform 12 lead electrocardiographs.
- 12. Establish a diagnosis of an individual's health condition.

CLINICAL RESPONSIVENESS

- 13. Review presenting conditions and determines the appropriate intervention for the individual
- 14. Review patents presenting with altered consciousness, dizziness, faints and fits
- 15. Review patients with altered body temperature
- 16. Review patients presenting with reduced urinary output
- 17. Review patients who have had a witnessed fall without any obvious injury.
- 18. Undertake a level 7 accredited consultation and examination course.

THERAPUTIC INTERVENTION

- 19. Administer pharmaceutical interventions
- 20. Develop and agree treatment plans for patients.
- 21. Provide first aid
- 22. Provide basic life support
- 23. Provide intermediate life support for adults
- 24. Provide advanced life support for an individual
- 25. Perform automated external defibrillation
- 26. Perform manual external defibrillation of an adult
- 27. Recognise indications for oxygen therapy
- 28. Administer medication
- 29. Support individuals who are distressed, support individuals through bereavement

TECHNICAL SKILLS TO SUPPORT THERAPEUTIC INTERVENTION.

- 30. Perform intravenous cannulation.
- 31. Insert and secure urethral catheters and monitor and respond to the effects of urethral catheterisation

CARE CO-ORDINATION

- 32. Receive requests for assistance, treatment or care.
- 33. Prioritise individuals for treatment and care following assessment. Refer individuals for further assessment, treatment and care
- 34. Capture and transmit information using electronic communication media.
- 35. Prioritise the interventions to be performed for an individual.
- 36. Transfer individuals to other locations for further assistance, treatment or care
- 37. Prepare the equipment and instrumentation required to support an intervention
- 38. Discharge an individual from a service of your care
- 39. Verify an expected death.

CLINICAL GOVERNANCE

- 40. Delegate duties to team members, as appropriate.
- 41. Determine best skill mix and relocate staff as necessary to maintain a safe environment of care
- 42. Support effective governance; utilise protocols, guidelines etc to inform the decisionmaking process
- 43. Promote and maintain health, safety and security in the working environment
- 44. Manage risk in clinical areas.
- 45. Contribute to promoting the effectiveness of teams
- 46. Support the continuing professional development of self and others

PROFESSIONAL, LEGAL AND ETHICAL DIMENSIONS

- 47. Ensure your own actions support the quality, diversity, rights and responsibilities of individuals
- 48. Act within the limits of your competence and authority.

TRAINING

- 49. Advanced Life Support
- 50. Clinical assessment course
- 51. Nonmedical prescribing
- 52. Verification
- 53. Arterial Blood Gases
- 54. Cannulation and Venepuncture

Appendix B

Competency Framework for a HOOHP

Introduction

The minimum set of competencies required to achieve safe and effective clinical care has been set out by Staffordshire University & NHS West Midlands Workforce Deanery in partnership with Skills for Health. These comprehensive competencies have been set up nationally and because of this there is national ownership. The framework will be adapted to formulate a suitable model for King's Mill Hospital.

This guidance will be used to ensure that the HOOHPs are equipped with the necessary skills to perform in their role effectively and sustainably.

This is the nursing competency required.

Minimum Competencies

The minimum competencies required highlighted as follows:

1. PHYSICAL ASSESSMENT

Performing a comprehensive physical assessment and performing non-invasive monitoring to obtain physiological measurements.

2. TECHNICAL SKILLS/ INTERVENTIONS TO SUPPORT THE ASSESSMENT PROCESS

Interpreting routinely performed diagnostic tests.

3. CLINICAL RESPONSIVENESS – SENIOR PRESENCE FOR CLINICAL ISSUES Responding to a request for patient review and determining appropriate interventions. The range of presenting conditions refers to the patients' physical health/illness status.

4. THERAPEUTIC INTERVENTION

Represent actions dependent on whether the Nurse is licensed as a prescriber and also takes into account a requirement for the Nurse to work within their Trusts clinical governance framework regarding prescribing practice.

The psychological intervention of providing emotional support to the family who are distressed and /or bereaved has been incorporated into the domain of therapeutic intervention

5. TECHNICAL SKILLS TO SUPPORT THERAPEUTIC INTERVENTION

Represents actions that will support the Nurse in the delivery of an intervention, for example, perform urethral catheterisation.

6. CARE CO-ORDINATION

This domain has been developed to capture the co-ordination function of the HOOHP role. Emphasis is placed on clinical as opposed to managerial interventions. Competence statements specific to the co-ordination of patient care have been incorporated. This includes competence statements referring to the internal and external transfer and discharge of individuals. A comment has been included about

receiving and transmitting information on health status of

individuals by electronic communication media. This is to embrace the important role of the HOOHP in receiving and transmitting information regarding the clinical status of individuals using electronic communication media. This is in addition to the role of bleep filtering and the subsequent actions of prioritising care and co-ordinating team activities.

7. CLINICAL GOVERNANCE

This domain incorporates competence statements that seek to safeguard high standards of care through quality improvement activities.

8. PROFESSIONAL, LEGAL AND ETHICAL DIMENSIONS

To reflect the professional role of the HOOHP in meeting standards for performance, conduct and ethics.

9. TRAINING & STAFF SUPPORT

Management of clinical support workers ensuring compliance with appraisal and mandatory training.



APPENDIX C – EQUALITY IMPACT ASSESSMENT FORM (EQIA)

	icy/procedure being reviewed: Hospital Ou rice/policy/procedure: Existing			
Date of Assessment				
For the service/pol	icy/procedure and its implementation an ne policy or implementation down into area		st each characteristic (if relevant	
Protected Characteristic	a) Using data and supporting Protected information, what issues, needs or policy or its implementation to		c) Please state any barriers that still need to be addressed and any proposed actions to eliminate inequality	
The area of policy of	r its implementation being assessed:			
Race and Ethnicity	No	Trust HR Policy, Recruitment & Selection Policy	None	
Gender	No	Trust HR Policy, Recruitment & Selection Policy	None	
Age	No	Trust HR Policy, Recruitment & Selection Policy	None	
Religion	No	Trust HR Policy, Recruitment & Selection Policy	None	
Disability	No	Trust HR Policy, Recruitment & Selection Policy	None	
Sexuality	No	Trust HR Policy, Recruitment & Selection Policy	None	
Pregnancy and Maternity	No	Trust HR Policy, Recruitment & Selection Policy	None	
Gender Reassignment	No	Trust HR Policy, Recruitment & Selection Policy	None	
Marriage and Civil Partnership	No	Trust HR Policy, Recruitment & Selection Policy	None	
Socio-Economic Factors (i.e. living in a poorer neighbourhood / social deprivation)	No	Trust HR Policy, Recruitment & Selection Policy	None	



Sherwood Forest Hospitals

NHS Foundation Trust

What consultation with protected characteristic groups including patient groups have you carried out?

- Consultation has taken place
- This policy replaces the Hospital at Night Operational Policy and it now includes information regarding Task Manager and Nervecentre. It clarifies tasks, activities and the knowledge and clinical skills required by appointed staff to these posts. All appointments are subject to the Trusts HR Policy, Recruitment & Selection Policy and these have been subjected to EQUI in respect of persons within the protected characteristic groups.

What data or information did you use in support of this EqIA?

• Previous version of the Hospital at Night Policy which this replaces. Documented consultation previously undertaken for Trusts HR Policy, Recruitment and Selection Policy.

As far as you are aware are there any Human Rights issues be taken into account such as arising from surveys, questionnaires, comments, concerns, complaints or compliments?

None

Level of impact

From the information provided above and following EQIA guidance document Guidance on how to complete an EIA (<u>click here</u>), please indicate the perceived level of impact:

Low Level of Impact

For high or medium levels of impact, please forward a copy of this form to the HR Secretaries for inclusion at the next Diversity and Inclusivity meeting.

Name of Responsible Person undertaking this assessment: C.Fagan Signature: Cheryl Fagan Date:

10/02/2023

APPENDIX D – ENVIRONMENTAL IMPACT ASSESSMENT

The purpose of an environmental impact assessment is to identify the environmental impact, assess the significance of the consequences and, if required, reduce and mitigate the effect by either, a) amend the policy b) implement mitigating actions.

Area of impact	Environmental Risk/Impacts to consider	Yes/No	Action Taken (where necessary)
Waste and materials	 Is the policy encouraging using more materials/supplies? Is the policy likely to increase the waste produced? Does the policy fail to utilise opportunities for introduction/replacement of materials that can be recycled? 	No	
Soil/Land	 Is the policy likely to promote the use of substances dangerous to the land if released? (e.g. lubricants, liquid chemicals) Does the policy fail to consider the need to provide adequate containment for these substances? (For example bunded containers, etc.) 	No	
Water	 Is the policy likely to result in an increase of water usage? (estimate quantities) Is the policy likely to result in water being polluted? (e.g. dangerous chemicals being introduced in the water) Does the policy fail to include a mitigating procedure? (e.g. modify procedure to prevent water from being polluted; polluted water containment for adequate disposal) 	No	
Air	 Is the policy likely to result in the introduction of procedures and equipment with resulting emissions to air? (For example use of a furnaces; combustion of fuels, emission or particles to the atmosphere, etc.) Does the policy fail to include a procedure to mitigate the effects? Does the policy fail to require compliance with the limits of emission imposed by the relevant regulations? 	No	
Energy	 Does the policy result in an increase in energy consumption levels in the Trust? (estimate quantities) 	No	
Nuisances	• Would the policy result in the creation of nuisances such as noise or odour (for staff, patients, visitors, neighbours and other relevant stakeholders)?	No	