

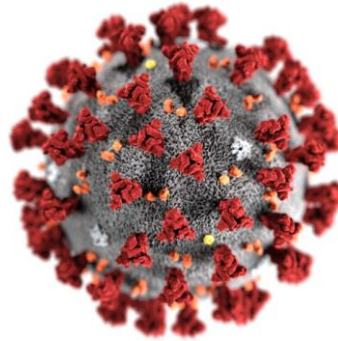
# **Navigating a pandemic: Recipient coordinator experience**

**Stephen Bond, Addenbrooke's**

# Impact (23<sup>rd</sup> March 2020 – 23<sup>rd</sup> March 2021)

## Staffing:

- Some staff fully redeployed for over **5 months** in total
- **>3,500 nursing hours** spent supporting inpatient areas
- **4.0 WTE vacancy** (temporary and permanent) not filled
- At peak first surge **85% of team redeployed**



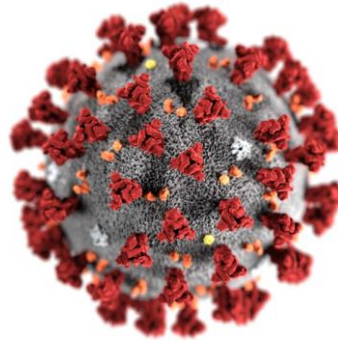
## Patients:

- **> 8,000** outpatients clinic appointments
- Temporary pausing of living donor transplants and suspension of around **50%** of the waiting list
- **>2,500** organ offers and screening calls
- **219** kidney containing transplants, 306 in total

# New ways of working

## Staffing:

- **Home working** one day a week
- Limits set on 'normal working days'
- Optimised flexible working
- Regular team Zoom meetings
- **10 year team vision**
- Quality manual- **future proofing**



## Patients:

- Rapid adaptation and modification of electronic patient care system
- Novel ways of communication
- Rapid introduction of virtual clinics- currently around **50% run virtually**
- **Blood tests by post**
- **To come....**
  - Urine dip at home
  - Finger prick blood tests