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Subject: Remote working: Staff working from abroad | Continuing with care abroad | Framework for remote working as more services return to Trust sites

Remote working update

Requests for staff to work from abroad

There have been a number of requests from staff to be able to work from another country and often over prolonged periods. We understand that the requests are driven by difficult circumstances requiring staff to be away. However, there are several issues, which are outside the control of the Trust and not easily resolvable, including though not limited to indemnity, legality of patient care, ensuring confidential data and privacy, etc.

Hence, we have taken the decision that no direct patient related activity can be delivered by a clinician or other member of staff when they are away from the UK. Additionally, requests for working from abroad by any staff who are not in roles that require use of patient level information will still need to be agreed with operational managers in the first instance, although cannot be for periods beyond 2 weeks and will be treated as exceptional.

Requests for continuing care by service users abroad

There have been several requests to continue interventions, often over prolonged periods, for service users who due to multiple reasons are based abroad, during the ongoing pandemic. The Trust agrees that continuity of care is important but there are various issues, including legal, indemnity, risk etc. that do not allow Trust staff to safely deliver care over prolonged periods to patients based abroad.

Hence, such cover will be treated as exceptional and can only be provided for a maximum of one month. This period must be used to encourage the service user to make contact with and organise services locally for the duration that they are away from the UK.

All staff must discuss any arrangements that are needed for such scenarios with their operational managers.

Framework for remote working

Our Trust is reviewing our future framework for remote working, in preparation for more fully returning to the Trust sites of services, patients and students. We hope to take into account the learning gathered working during the pandemic, including from the Quality Improvement Project on Remote Working.
