**Business Continuity Policy**

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|  | December 23 |  |  | Next review |

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# Introduction

## Policy statement

Sheerwater Health Centre must be able to demonstrate that they have planned for, and are capable of responding to, a variety of incidents which may affect patient care. The Civil Contingencies Act (2004) requires NHS organisations, and providers of NHS-funded care, to show that they can deal with such incidents whilst maintaining services.[[1]](#footnote-1)

## Status

This document and any procedures contained within it are non-contractual and may be modified or withdrawn at any time. For the avoidance of doubt, it does not form part of your contract of employment.

## Training and support

The organisation will provide guidance and support to help those to whom it applies to understand their rights and responsibilities under this policy. Additional support will be provided to managers and supervisors to enable them to deal more effectively with matters arising from this policy.

# Scope

## Who it applies to

This document applies to all employees of the organisation and other individuals performing functions in relation to the organisation such as agency workers, locums and contractors.

Furthermore, it also applies to clinicians who may or may not be employed by the organisation but who are working under the Additional Roles Reimbursement Scheme (ARRS).[[2]](#footnote-2)

## Why and how it applies to them

Understanding how to deliver a co-ordinated response to incidents will ensure that patient and staff safety is maintained whilst also reducing the impact that any adverse incident may have on the entitled population.

The organisation aims to design and implement policies and procedures that meet the diverse needs of our service and workforce, ensuring that none are placed at a disadvantage over others, in accordance with the Equality Act 2010. Consideration has been given to the impact this policy might have regarding the individual protected characteristics of those to whom it applies.

# Overview

## Responsibilities

All staff working at Sheerwater Health Centre, including contractors, agency and locum staff, must fully understand how to respond to any incident that may affect service delivery.

## Escalation

The escalation process must be recorded within the continuity plan, outlining who is to be informed locally and regionally.

## Communication

Effective communication will ensure that those who need to know are advised within an acceptable time frame. Communication methods and routes must also be documented in the plan.

## Practice information

Building safety information must be recorded and links to plans of the practice and other key information are to be included.

## Informing personnel

Should there be an event affecting the operability of services at the practice, the contact list for staff is given in a table in the annex.

Depending on the severity of the incident, the organisation manager will also inform the following:

North West Surrey CCG

NICS Federation

Maybury and College Road neighbouring practices

## Audit

Sheerwater Health Centre will determine the severity of the incident and prioritise the incident as follows:

|  |  |  |
| --- | --- | --- |
| Priority | Descriptor | Recovery time frame (hours) |
| 1 | Essential services | 4 |
| 2 | High priority | 24 |
| 3 | Medium priority | 48 |
| 4 | Low priority | 72 |

## Incident levels

When assessing the impact of the incident, the following levels are to be applied:

|  |  |  |  |
| --- | --- | --- | --- |
| Level | Descriptor & examples | Escalation required | Communication plan |
| 1 | **Critical**: Force majeure, fire, flood, building damage, prolonged IT outage | YES. Inform local practices, CCG | PM to contact:  Woking Borough Council (landlord)  01483 755855  Helen Snelling 07342061152  Or 01372 232400 |
| 2 | **High priority**: Damage to site or reduced service due to loss of utilities | YES. CCG to be advised | PM to contact:  Helen Snelling 07342061152  Or 01372 232400 |
| 3 | **Medium priority**: Adverse weather, local disease outbreak, IT/ telecom issues (minor) | YES. CCG to be advised if additional support is required  NO. Managed internally | PM to contact:  Helen Snelling 07342061152  Or 01372 232400 |
| 4 | Low priority: Minor issues with minimal or no impact to service delivery, e.g. broken window, leaking pipe, etc. | NO. Managed internally. | PM to contact:  See list of contact numbers in annex |

# Key safety information

## Practice specifics

The table in Annex C details important information for Sheerwater Health Centre.

# Site sharing

## Local arrangement

In the event of an incident affecting the operability of Sheerwater Health Centre, it has been agreed that a reduced service will operate from Maybury Surgery (Alpha Road, Woking GU22 8HF). The decision to close Sheerwater Health Centre and transfer services to Maybury Surgery will be dependent upon the severity of the incident the practice faces.

Additionally, Maybury Surgery will use this practice should their practice be affected by an incident. This is reflected in the business continuity plan of Maybury Surgery.

The contact details for Maybury Surgery are:

Practice Manager – Mr Heider Khan

Telephone number – 01483 728757

# Considerations

## Potential incidents

There are a number of incidents that may occur at Sheerwater Health Centre which are detailed in the list below:

* Complete or partial loss of the practice due to fire, flood or force majeure
* Temporary loss of utilities (gas, electric, water and sanitation)
* Complete or partial loss of IT system(s)
* Loss of staff due to illness or adverse weather
* Security incident, i.e. attack on a member of staff
* Loss of premises or staffing due to a pandemic outbreak

Given the severity of the impact that may arise as a result of the aforementioned incidents, Sheerwater Health Centre must be prepared to manage the situation effectively. Exercising potential incidents at senior management level will support the practice in maximising operational effectiveness during an incident.

## Supporting resources

NHS(E) has provided the following PowerPoint presentations to help organisations to prepare for a range of incidents. These presentations will be used by Sheerwater Health Centre to aid the planning process for business continuity.

[Loss of premises](https://www.england.nhs.uk/wp-content/uploads/2016/03/prt3-chck-resrc-c-exercise-premises-loss.pptx)

[Loss of services](https://www.england.nhs.uk/wp-content/uploads/2016/03/prt3-chck-resrc-b-exercise-serv-supplrs-disrptn.pptx)

[Loss of IT systems](https://www.england.nhs.uk/wp-content/uploads/2016/03/prt3-chck-resrc-d-exercise-info-systems.pptx)

[Loss of staff](https://www.england.nhs.uk/wp-content/uploads/2016/03/prt3-chck-resrc-a-exercise-staff-loss.pptx)

## Pandemic scenarios

This organisation conforms to the NHS E requirement [Guidance and SOPs for General Practice in the context of coronavirus (COVID-19)](https://www.england.nhs.uk/coronavirus/wp-content/uploads/sites/52/2020/03/CO485_guidance-and-standard-operating-procedures-general-practice-covid-19.pdf#page=8&zoom=100,92,657) dated 24th June 2020. This standing operating procedure details that practices are to have a business continuity plan that includes the management of COVID-19.

With regard to an outbreak of any pandemic, this organisation has detailed supporting polices that have been established to manage specific scenarios including:

* Disruption of services from Sheerwater Health Centre
* Service challenges
* Significant staffing absences
* Alterations of working patters, working from home and redeployment
* Self-isolation and quarantine
* Cleaning
* PPE requirements

[Pandemic Management Policy](https://practiceindex.co.uk/gp/forum/resources/pandemic-management-policy.1439/)

[Pandemic Staffing Policy](https://practiceindex.co.uk/gp/forum/resources/pandemic-staffing-policy-england-and-wales.1458/)

The [Cleaning Standards and Schedule Policy](https://practiceindex.co.uk/gp/forum/resources/cleaning-standards-and-schedule-policy.1388/) should additionally be referred to as this details the required cleaning standards throughout the organisation.

## Guidance from external organisations

Depending on the nature of the incident, it may be necessary to liaise with external organisations to request additional guidance, for example:

* Drugs companies if there is a power/fridge failure
* Health and safety experts regarding building damage or if sanitation is affected
* Public Health England if there is a widespread outbreak of illness (staff and patients)
* NHS Digital regarding local, regional or national IT issues

## Attacks on members of staff

Violent attacks on key workers are not uncommon. It is therefore imperative that Sheerwater Health Centre is prepared to deal with such events. In accordance with the Assaults on Emergency Workers (Offences) Act 2018, individuals who assault an emergency worker will be liable for prosecution under the Act. An emergency worker includes NHS members of staff who have interaction with the public which is defined as:[[3]](#footnote-3)

A person employed for the purposes of providing, or engaged to provide:

* NHS health services
* Services in the support of the provision of NHS health services and whose general activities in doing so involve face-to-face interaction with individuals receiving the services or with other members of the public

Violent attacks on staff at Sheerwater Health Centre will be classed as an emergency, which is defined in the Civil Contingencies Act (2004) as:[[4]](#footnote-4)

“…an event or situation which threatens serious damage to human welfare in a place in the United Kingdom”

The management of violent attacks is to be in accordance with the [Dealing with Violent and Abusive Patients Policy](https://practiceindex.co.uk/gp/forum/resources/dealing-with-violent-and-abusive-patients.905/).

## Sudden loss of numerous key members of staff

Consideration within any plan must be given to an incident where there could be numerous members of staff unable to attend work on a short, or a longer-term, basis. This could be due to a major weather event, a pandemic health crisis or even a lottery winning syndicate.

Policies to support this include:

[Adverse Weather and Major Travel Disruption Policy](https://practiceindex.co.uk/gp/forum/resources/adverse-weather-and-major-travel-disruption-policy.844/)

[Pandemic Staffing Policy](https://practiceindex.co.uk/gp/forum/resources/pandemic-staffing-policy.1458/)

## Death or sudden loss of a key member of staff

Planning for a crisis can help to reduce stress and anxiety as well as boost the confidence of staff and stakeholders at Sheerwater Health Centre. A prompt response can reduce staff absences and can expedite a return to normal levels of productivity as well minimising the impact on staff morale.[[5]](#footnote-5)

The following are essential in ensuring the response to a loss of a key member of staff is appropriate:4

* Prepare and encourage individuals and teams to respond to the unexpected
* Ensure regular exercises are carried out to test the response to such incidents
* Ensure communication is effective (including internally and externally)
* Recognise the significance of engagement with the families of those involved

Maintaining an acceptable level of service delivery is essential. It is therefore necessary to determine who is defined as a key member of staff. At Sheerwater Health Centre, the following have been identified as key members of staff:

* Practice Manager
* Senior Receptionist
* GP

In the event of the loss of a key member of staff, the practice manager will convene an emergency management meeting. This will involve members from the following list:

* Practice Manager
* Receptionist
* Practice Nurse
* HCA
* GP

The meeting will determine the impact on both staff and patients and, in the short term, discuss the actions required to ensure an optimal level of service delivery is offered to patients whilst also ensuring practice staff receive the necessary well-being support to overcome the loss of a colleague. The meeting will follow a short agenda:

* Immediate impact and risks identified
* Remedial actions required
* Communication strategy
* Staff support
* Support to the family

Should the loss/death result in the absence of a registered person, the CQC must be notified. This is only applicable to registered providers who are individuals (not partners, partnerships or organisations) and registered managers.5

Section 6.6 explains how Sheerwater Health Centre is to notify the CQC.

All staff will be advised of the loss or death of a member of staff including external HR staff where applicable.

## Notifying the CQC of an incident

In accordance with Regulations 12, 14, 15, 16, 18, 20, 21 and 22 of the Care Quality Commission (Registration) Regulations 2009, registered providers are required to notify the CQC about incidents or events which impact upon service delivery.[[6]](#footnote-6)

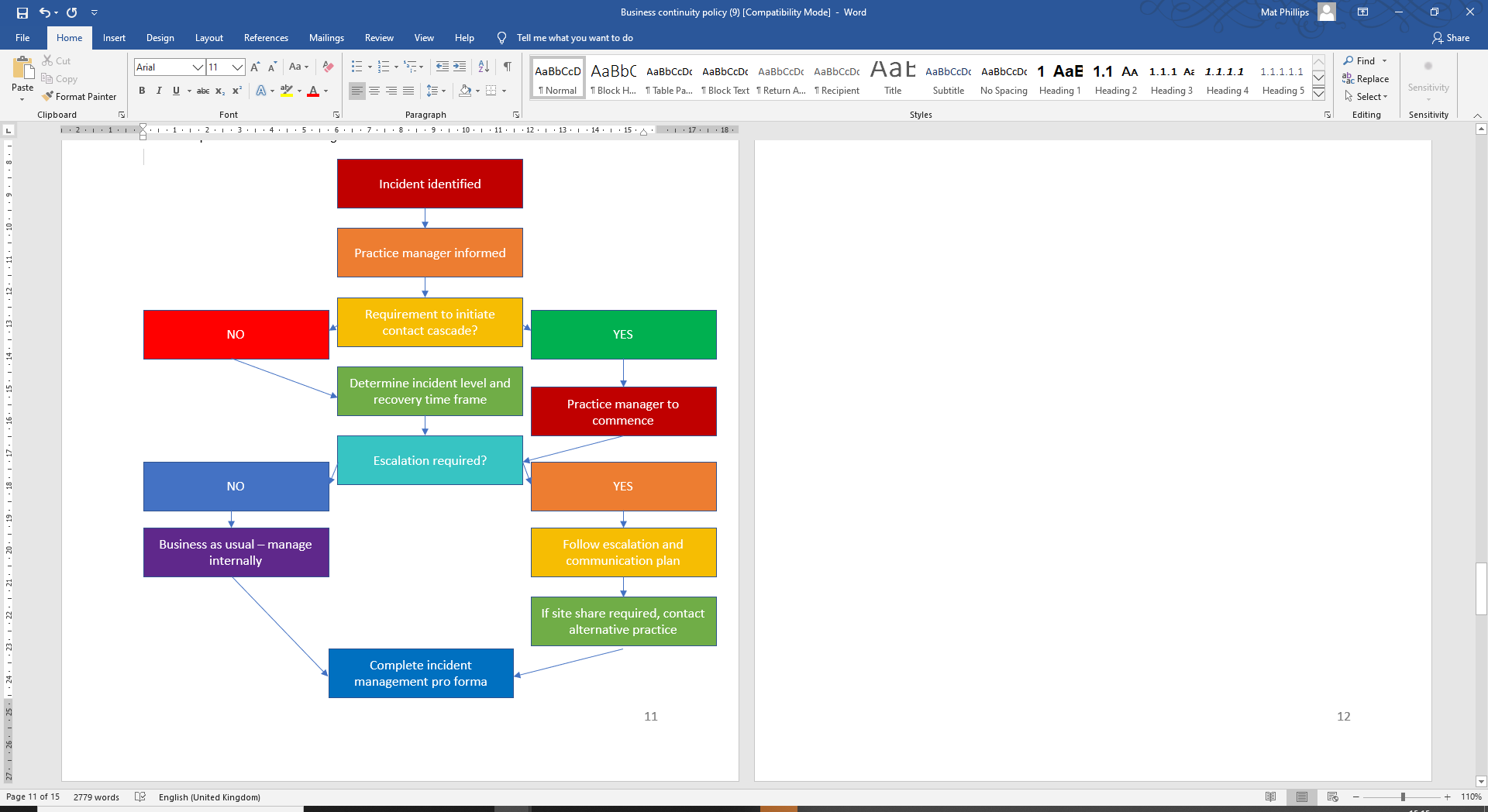
Specifically, Sheerwater Health Centre must notify the CQC if an incident takes place whilst an activity is actually being provided, and will notify the CQC about any relevant infrastructure, equipment, premises or other problem which impacts or is likely to impact the organisation in carrying out the regulated activity safely.

The Practice Manager will use the notification section on the CQC website, accessible [here](https://www.cqc.org.uk/guidance-providers/notifications/notification-finder) and ensure that the CQC are notified in a timely manner. Additional guidance relating to notifications is available [here](https://www.cqc.org.uk/sites/default/files/documents/20130426_800715_v1_00_guidance_on_statutory_notifications_from_pms_for_reg_persons_for_publication.pdf).

# Incident management

## Response to an incident

In response to any incident that may affect practice output, Sheerwater Health Centre will follow the processes shown below in diagrammatic form:



## Incident management pro forma

The following is intended as a guide to ensure the effective management of an incident affecting Sheerwater Health Centre:

|  |  |  |  |
| --- | --- | --- | --- |
| Date: |  | Time: |  |
| Person reporting incident: |  | Role: |  |
| Overview of incident: |  | | |
| Services affected: |  | | |
| Cause (if known): |  | | |
| Incident level: |  | Recovery time frame: |  |
| Emergency services required (yes or no) and state which services required: |  | Time called:  Time arrived: |  |
| Evacuation necessary (yes or no): |  | All personnel accounted for (time achieved): |  |
| Key safety implications (yes or no): |  | Information passed to relevant authorities:  Time achieved: |  |
| Cascade required (yes or no): |  | Escalation required (yes or no): |  |
| Time cascade completed: |  | Time escalation made: |  |
| Site share required (yes or no): |  | Maybury Surgery contacted and advised: |  |
| Determine available space at site share and decide what resources will be sent to that site: |  | | |
| If site share not required, determine which areas are affected and which are operable: |  | | |
| Review service provision in line with above: |  | | |
| Communication: Advise internal and external stakeholders appropriately |  | Time achieved: |  |
| Health & Safety implications: |  | | |
| External agencies that need to be involved as a result of any H&S implications: |  | | |
| If applicable, inform the landlord / building owner: |  | Time notified: |  |
| Is patient confidentiality compromised (yes, no, maybe): |  | How is it compromised: |  |
| Impact of confidentiality breach: |  | Actions to reduce impact: |  |
| Date & time pro forma completed: |  | Review required (yes or no): |  |
| Planned review date & time: |  | Outcome (incident over or ongoing): |  |
| Additional review (if necessary: |  | Date & time incident ended and services resumed: |  |
| Practice manager signature: |  | Name: |  |
| Senior partner signature |  | Name: |  |

## Post-incident actions

Sheerwater Health Centre will liaise with those external agencies involved with the incident and management will determine what “after actions” are required and who is responsible for completing any actions.

# Prolonged disruption

## Long-term recovery

In instances of prolonged disruption, the organisation management team will need to determine the impact and how care can be transferred to ensure that patient care is not affected. Consideration will be given to what elements of service provision can be postponed without health implications for the patient population.

In addition, arrangements must be made to communicate the closure/partial closure with the patient population. Additional support may be required and it may be appropriate to utilise local media to advise the patient population of the incident and the estimated duration of the disruption, advising patients where to go for their appointments and of new contact numbers etc.

# Summary

It is inevitable that Sheerwater Health Centre will at some point be affected by an incident that is out of their control.

Such incidents will require effective, timely control if the expected level of service is to be provided to the entitled patient population. Ensuring that staff understand the potential impact and exercising the scenarios with staff will enable the team at Sheerwater Health Centre to manage situations effectively and minimise the disruption until normal services are resumed.

**Annex A**

|  |  |  |
| --- | --- | --- |
| Name | Role | Contact Number (s) |
| Niné Taylor | Practice manager | Mobile: 07730360691 |
| Sultan Mohamed | Business manager | Home:01483 762018  Mobile:07949965774 |
| Elisabeth Hawkey | Consultant Manager | Mobile: 07715214691 |
| Wendy Mayne | Practice nurse | Mobile: 07768624672 |
| Louise Gray | Senior receptionist | Mobile: 07809373606 |
| Louise Gray | Senior administrator | Mobile: 07809373606 |
|  |  |  |

**Annex B**

**CONTACT NUMBERS**

|  |  |  |
| --- | --- | --- |
|  |  |  |
| Accountant | BDO (UK) LLP Guildford | 01483 564646 |
| Alarm (security) | Chubb Security | 0844 879 1770 |
| Ardens | support@ardens.org.uk | 01725 762062 |
| AwayFromMyDesk | Remote computer access provider | 0117 3250060 |
| Bank | Barclays Bank plc  (Business Customers) | 0845 605 2345 |
| Computers | EMIS | 0845 122 2333 |
| Computers (clinical software) | EMIS | 0845 122 2333 |
| Computers (scanner/Docman) | PCTI Ltd  Sales | 0844 967 0 967  01977 664496 |
| Council (landlord) | Woking Borough Council | 01483 755855 |
| CCTV system | [www.emcoruk.com](http://www.emcoruk.com) | tel contact |
| Data Protection Officer | AJ Spinks Ltd provides the DPO Support Service for GP Practices | [0203 887 6923](tel:02038876923)  [ajspinksltd.surreyheartlandsdpo@nhs.net](mailto:ajspinksltd.surreyheartlandsdpo@nhs.net) |
| District Nurses |  | 01932 356827 |
| Electricity | EDF  Business Customer service number | 0333 200 5103 |
| Fire alarm maintenance  (Zone 1 Ground floor of SHC -including dental practice)  (Zone 2 First floor of SHC – currently used by dental practice for storage) | Chubb Fire & Security Ltd  Monitoring  Chubb Fire  Sales | 0844 879 1710  0844 879 1666  0800 32 1666 |
| Fire extinguishers | ABC Fire Protection  [www.abcactivefire.co.uk](http://www.abcactivefire.co.uk) | 01952 408380 |
| Fire station | Woking | 01483 755855 |
| Front door (automatic) |  | 0800 525584 (24 hours) |
| Gas | N/A |  |
| GP surgeries | Maybury Surgery  Madeira Medical  Wey Family Practice  Parishes Bridge Medical Centre | 01483 728757  01932 340484  01932 336880  01932 336933 |
| Insurance | Arranged by MIAB with Zurich Insurance  Practice policy document  Abby Thynne (sales) | <https://miab.co.uk/policy-documents/>  [abby.thynne@miab.co.uk](mailto:abby.thynne@miab.co.uk)  01438 870706 |
| IT – CSU IT Support |  | 0300 561 0550 |
| Medical devices | Medical Devices Agency (incidents relating to medical devices to be reported asap) | 020 7972 8080 |
| MedServe Support Contract  Contract no 0000245239 | [support@numed.co.uk](mailto:support@numed.co.uk)  [www.numed.co.uk/support](http://www.numed.co.uk/support)  www.numed.co.uk/service | 0114 3990010 |
| Midwives |  | 07702 958 547 |
| Out of hours service | Care UK | 0203 402 1204  01306 880774 (fax) |
| Police |  | 999 emergency  101 non-emergency |
| Prescription Pricing Division (PPD) |  | 0191 203 5050 |
| Primary Care Support England (PCSE) | Customer support centre | 0333 014 2884 |
| Remote computer access | Provider: Awayfrommydesk  [support@awayfrommydesk.com](mailto:support@awayfrommydesk.com) | 0117 3250060 |
| Staff/GPs |  | * *See Annex A* |
| Surgery Connect | Krista Read  [Krista.read@x-on.co.uk](mailto:Krista.read@x-on.co.uk) | Account manager  0333 332 0134 |
| Telephone | 01932 343524 (main line)  01932 355908 (practice manager’s office)  01932 351239 (emergency line in administration room) |  |
| Telephone system  System provider | –Storacall Technology Ltd [www.x-on.co.uk](http://www.x-on.co.uk) | 0333 332 0000  [info@x-on.co.uk](mailto:info@x-on.co.uk)  [accounts@x-on.co.uk](mailto:accounts@x-on.co.uk) |
| Waste disposal (clinical) | Initial  [www.initial.co.uk](http://www.initial.co.uk) | 0808 291 5344 |
| Waste disposal  Biffa | [www.biffa.co.uk](http://www.biffa.co.uk) | 0800 601 601  0808 256 7097 |
| Woking Borough Council (landlord) | Contact: George Musgrave  Property Services | 01483 755855 (switchboard)  01483 743042 |

**Annex C**

|  |  |
| --- | --- |
| LOSS OF ELECTRICITY SUPPLY | In the event of a power failure, check the main fuse box which is situated in the locked drugs cupboard near treatment room. If the fuse box is not the cause of the problem, the electricity company should be contacted.  The Practice is reliant on electricity to power the building. In the event of a power failure, the following systems will not work:  **Computers** – The computers should be switched off at the sockets, to prevent damage when the power is restored. Check the UPS (uninterruptible power supply) in the Computer/ Administration Room is working. This will keep the local server running until you can do a controlled shut down.  **Refrigerators** – DO NOT open fridge doors. Those fridges with integral thermometers will sound an alarm. Reset this using the button on the front. Make a note of the highest temperature the fridges reach during the power cut. If the power is not going to be restored for some period of time, consideration should be given to finding alternative storage facilities for any vaccines in the refrigerators.  **Telephone** –  **Heating** – If the under-floor heating fails, call Woking Borough Council.  The boiler supplies all the hot water as well as heating.  In the event of the heating failing, electric heaters can be used. Loss of hot water will pose a problem for hand washing and cleaning of surgical instruments.  **Lighting -** There is a torch in reception room.  **Surgeries** – Receptionists should hand “Record of Consultation” sheets to each patient on arrival and ask them to fill in their name and date of birth and then hand it to the GP when they see them. Forms are kept in the reception desk drawer. |
| LOSS OF GAS SUPPLY | There is no gas supply to the building |
| FIRE | A service agreement exists with Chubb Fire & Security Ltd.  On discovering a fire or on suspicion of a fire such as smell of burning, raise the alarm in accordance with the Practice Fire Procedures and call 999, clearly stating the full address of the premises.  In the event of the fire alarm sounding (continuous bell), all staff have a responsibility to evacuate the premises ensuring that all patients and visitors are assisted via the identified fire exits. All persons will congregate at the fire evacuation assembly point where the Practice Manager or the receptionist will check that all persons have been evacuated.  If you suspect that there are persons still inside do not re-enter the premises.  On arrival of the Fire and Rescue Service the Practice Manager or the receptionist will greet them and give the following information:   * Location of fire or suspected fire. * Persons suspected of being still inside. * Location of any inflammable materials / oxygen cylinders. * Plan of interior of the premises |
| LOSS OF TELEPHONE SYSTEM | Contact the telephone line/calls supplier. A list of telephone lines is attached to this document.  The telephone system is dependent upon the electricity supply and there is no battery backup. |
| LOSS OF MEDICAL RECORDS | The paper medical records are stored in administration room on open shelves and some in cabinets in the administration and practice manager’s room. These records are not protected from any untoward event.  If they were to be damaged in any way, records could be constructed from data held on the computer system.  The stationery required to construct the medical records may be obtained from the PCSE who may also be able to produce address labels with name, address DOB and NHS number for each patient. The PCSE should also be able to supply a printout of all the patients registered to the Practice. With EMIS Web clinical system, clinical records are stored in servers away from practice premises. |
| INCAPACITY OF GPs | If for any reason the GP(s) is unable to provide medical services due to incapacity or death, NHS England and NWSCCG should be informed as soon as possible.  In the event of the death of one of the partners or salaried GPs, NHS England should be informed as a matter of urgency.  A printout of the patients registered to that partner should be produced from the computer system, and arrangements made with the CCG for the remaining partners to provide medical services to those patients, if they so agree.  No prescriptions should be printed or written on prescription pads/ Computer code for that GP. Any prescription pads, Med3s etc. in that partner’s name should be kept in a secure place until arrangements can be made to destroy them.  Arrangements must also be made to suspend the prescribing details of that partner on the computer and then they should be deleted. |
| INCAPACITY OF STAFF | In the event of a member of staff being incapacitated through ill health, no formal arrangements exist, except that other members of staff cover for the absent staff member. All tasks essential to the running of the practice should be known by more than one staff member.  Surrey Heartlands can be approached to approve the appointment of short-term help. Surrey Heartlands ICB has a list of Nurses available for locum work. If there is any reduction in patient services, the Practice Manager will contact Surrey Heartlands ICB. |
| BURGLAR ALARM | This is covered by a service contract with Chubb Security. |
| LOSS OF SURGERY BUILDING | The main surgery is Sheerwater Health Centre, Devonshire Avenue, Woking GU21 5QJ.  If the building becomes unavailable for use for any reason, suitable alternative accommodation must be identified.  The options open to the Practice are:   * Local arrangements   In the event of an incident affecting the operability of the Surgery, it has been agreed that a reduced service will operate from Maybury Surgery (Alpha Road, Maybury, Woking GU22 8HF). The decision to close Sheerwater Health Centre and transfer services to Maybury Surgery will be dependent upon the severity of the incident the practice faces.  Additionally, Maybury Surgery will use this practice should their practice be affected by an incident; this is reflected in the business continuity plan of Maybury Surgery.  The contact details for Maybury Surgery are:  Practice Manager – Mr Heider Khan  Telephone number – 01483 728757   * Park View - Community Centre (owned by Woking Borough Council – also owner of Sheerwater Health Centre) * Portakabins in the car park of the surgery at (surgery location). This would have to be agreed with the insurers, NWS CCG and with Woking Borough Council. Healthcare Buildings Direct specialise in the hire of modular healthcare buildings – telephone 0151 556 0411 or go to <https://www.healthcarehire.co.uk/about> |
|  | * **Informing People**   Staff, patients, local surgeries, local radio/newspaper, Care UK, Surrey Heartlands ICB, PCSE, computer suppliers, SCC, etc. - a contact list of people and organisations can be found at the end of this document. Arrange for phone lines to be transferred to either Care UK or a local surgery initially.   * **Supplies**   Supplies of disposables can be obtained from Surrey Heartlands ICB or from local surgeries (Madeira Medical Centre, Wey Family Practice or Parishes Bridge Medical Centre), or other suppliers. The local pharmacists may also be able to help. Supplies of FP10s to be arranged with Surrey Heartlands ICB.   * **Telephones**   A request will have to be made for phone lines into the temporary accommodation and a transfer of all calls to another surgery or to the doctors’ mobile telephone until the telephone system is set up. |
| LOSS OF COMPUTER SYSTEMS | This may be due simply to temporary loss of power or catastrophic failure.   * Computer backups (for Practice shared drive) are made daily using two USB storage devices on alternate days. The storage device not in use is kept in the fire-safe on site (Practice Manager’s office). * Loss of hardware is covered by the Practice insurance policy. The Practice will need to contact Surrey Heartlands ICS and the system software supplier (EMIS for clinical system). Also inform Out of Hours Provider, PCTI (scanner & Docman), Healthcare Computing Service Desk. Also inform PCSE data department as they will need to re-transmit links when system is restored and Pathology lab to re-transmit results. * Software/hardware that may be needed:   + 9 computers with access to printers   + Windows 10 compatibility   + The facility to scan and attach post - PCTI scanners   + PCTI Docman workflow software   + Printer software for Brother & Hewlett Packard   + Epson fax/scanner   + Access to photocopier   + ECG and 24-hour ABPM * Prescriptions will need to be hand written and adequate prescription pads will need to be obtained from the Health Authority. Handwritten computerised prescriptions, will require use of a practice stamp. * Manual appointment records will need creating to keep a record of attendance as patients arrive. Clinicians to use “Record of Consultation” slips (kept in reception desk drawer) so that data may be entered when computers are restored. * Receptionists will need to start and maintain a manual message book for all messages relating to patients. |

1. [NHS(E) EPRR](https://www.england.nhs.uk/ourwork/eprr/) [↑](#footnote-ref-1)
2. [Network Contract Directed Enhanced Service (DES) Contract specification 2020/21 - PCN Requirements and Entitlements (Annex B P67)](https://www.england.nhs.uk/wp-content/uploads/2020/03/network-contract-des-specification-pcn-requirements-entitlements-2020-21.pdf) [↑](#footnote-ref-2)
3. [Assaults on Emergency Workers (Offences) Act 2018](https://publications.parliament.uk/pa/bills/lbill/2017-2019/0099/lbill_2017-20190099_en_2.htm#pb1-l1g3) [↑](#footnote-ref-3)
4. [NHS (E) Emergency Preparedness, Resilience and Response Framework](https://www.england.nhs.uk/wp-content/uploads/2015/11/eprr-framework.pdf) [↑](#footnote-ref-4)
5. [BCI Why people should be at the heart of business continuity planning](https://www.thebci.org/news/why-people-should-be-at-the-heart-of-business-continuity-planning.html) [↑](#footnote-ref-5)
6. [CQC Statutory Notifications](https://www.cqc.org.uk/sites/default/files/documents/20130426_800715_v1_00_guidance_on_statutory_notifications_from_pms_for_reg_persons_for_publication.pdf) [↑](#footnote-ref-6)