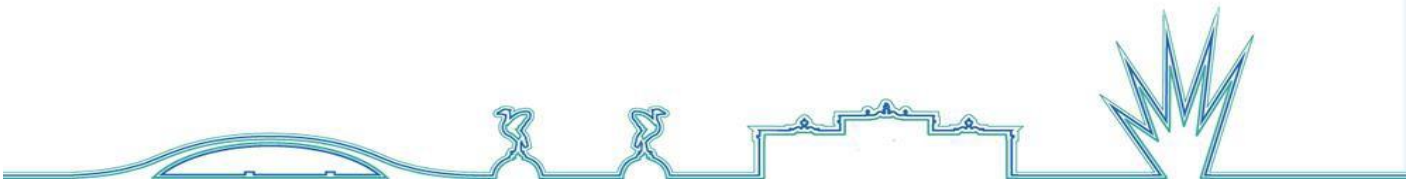


Business Continuity Action Cards Primary Care

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1. Evacuation of Practice

In the event of an evacuation the Practice Manager is responsible for overseeing the following actions:

Action	Role responsible
Ensure all staff begin to evacuate the building If safe to do so, print off the appointment diary from EMIS.	Practice Manager
Evacuate the staff to the assembly point and consider calling 999 if necessary.	Practice Manager
Emergency Services will usually require confirmation of a genuine emergency before responding, for example <ul style="list-style-type: none">- Visible flames or smoke- Smell of gas or burning- Doors that are hot to the touch, blackened or scorched In the event of a suspected gas leak then contact the Practice Landlord – Appendix A.	Practice Manager
Contact the Primary Care HQ team	Practice Manager
Inform Director of Service Delivery or another member of the exec team in their absence.	Primary Care HQ Team
Inform the relevant CCG to inform of the evacuation.	Primary Care HQ Team
Consider relocating staff to another practice/location if evacuation lasts longer than 30 minutes. (Please see Appendix A for more information)	Practice Manager/Primary Care HQ Team
Contact to be made to staff due on shift to make them aware of the evacuation	Practice Manager
If the evacuation proves to be a false alarm, staff can return to the building once the Shift Manager gives the all clear. Possible signs of a false alarm: <ul style="list-style-type: none">• No visible flames or smoke• No smell of gas or burning	Practice Manager
Once the incident is over, declare all clear to relevant parties.	Practice Manager

2. Loss of staff

In the event of loss of staff the Practice Manager is responsible for overseeing the following actions:

Action	Role responsible
<p>The Practice Manager to make a judgement if the shift needs to be covered or existing resources can be moved to cover where appropriate.</p> <p>If cover is needed:</p> <p><u>Clinical staff</u> Contact the rota team at HQ who will attempt to arrange cover. If there are no Clinicians available this directly compromises the service, the Practice Manager should make immediate contact with the Primary Care HQ Team.</p> <p><u>Operational staff</u> Practice Manager must contact all appropriately trained staff to see if cover can be obtained, if unsuccessful contact other PC24 practices to support with cover.</p> <p>If cover cannot be obtained and there is a risk to service, Primary Care HQ Team should be informed.</p>	Practice Manager

3. Loss of power

In the event that the Practice loses power to the building the Practice Manager is responsible for overseeing the following actions:

Action	Role responsible
Contact Landlord – please see Appendix A	Practice Manager
Contact Primary Care HQ Team	Practice Manager
If power loss is for longer than 30 minutes staff will need to be relocated as detailed in Action Card 1	Practice Manager
Inform the Director of Service Delivery or another executive in their absence to make them aware of the relocation	Primary Care HQ Team
Contact the relevant CCG to make them aware of the evacuation	Primary Care HQ Team
Contact telephony provider to divert practice number to the practice contingency phone for the duration of the relocation.	Practice Manager
Arrange transfer of vaccines to nearest PC24 Practice in line with the Cold Chain Policy	Practice Manager
Dedicate 1 member of staff to contact all patients to inform of relocation of appointment.	Practice Manager

4. Loss of EMIS System

In the event that the EMIS system fails the Practice Manager is responsible for overseeing the following actions:

Action	Role responsible
Contact iMerseyside helpdesk to report and obtain an incident number. iMerseyside to check for local issues and report to EMIS Helpdesk if required	Practice Manager
Contact Primary Care HQ team to inform of outage. Inform Director of Service Delivery or another member of the executive team in their absence.	Practice Manager Primary Care HQ Team
If access to EMIS access is not back up and running immediately then the paper based contingency should be implemented. <ul style="list-style-type: none">• Paper consultation sheets are available (Appendix C) – assign staff member to make copies.• Paper record of appointments to be maintained• Hand written prescription pads should be available (Appendix A)	Practice Manager
Once EMIS is on line paper consultations need to be added to the appropriate patient's record. Designate one member of staff to enter these onto system.	Practice Manager

5. Failure to telephony system

In the event that the telephony system fails the Practice Manager is responsible for overseeing the following actions:

Action	Role responsible
Contact Practice telephony provider (Appendix A) If downtime is likely to be for more than 30 minutes requested for practice line to be diverted to Practice contingency mobile.	Practice Manager
Inform the Primary Care team at HQ	Practice Manager
Inform the Director of Service Delivery or another member of the executive team	Primary Care HQ Team
If downtime exceeds 30 minutes Primary Care team to contact the CCG.	Primary Care HQ Team
Add message to Practice Website to inform patients of issues.	Practice Manager
Once telephony system is resolved contact telephony provider to revert the phone lines back. Remove message from practice website Update the HQ Primary Care Team	Practice Manager

6. Loss of network

In the event that there is a loss of the Practice network (no access to internet) the Practice Manager is responsible for overseeing the following actions:

Action	Role responsible
Contact iMerseyside to report the issue	Practice Manager
Contact Primary Care HQ team to inform of outage. Inform Director of Service Delivery or another member of the executive team in their absence.	Practice Manager Primary Care HQ Team
If access to EMIS access is not back up and running immediately then the paper based contingency should be implemented. <ul style="list-style-type: none">• Paper consultation sheets are available (Appendix C) – assign staff member to make copies.• Paper record of appointments to be maintained• Hand written prescription pads should be available (Appendix A)	Practice Manager
If telephony is affected please refer to action card 5 for appropriate actions.	Practice Manager
Once EMIS is on line paper consultations need to be added to the appropriate patient's record. Designate one member of staff to enter these onto system.	Practice Manager

7. Loss of utilities

In the event that there is a loss of utilities the Practice Manager is responsible for overseeing the following actions:

Utilities include: Electric, Gas, Water etc.

Action	Role responsible
Inform the Primary Care HQ team Consider if patient safety will be impacted, potentially cancelling appointments/Clinics – must be authorised by HQ	Practice Manager/Primary Care HQ Team
Contact the relevant utility provider, contact list for each practice can be found in appendix A	Practice Manager
If required staff should evacuate the building and make their way to the designated assembly point. Please follow Action Card for evacuation procedure.	Practice Manager

8. Adverse Weather – Cold weather

In the event of adverse weather conditions the Practice Manager is responsible for overseeing the following actions:

INFO: refers to weather which presents hazardous conditions or weather which could be potentially dangerous to travel. Guidance can be found at <http://www.metoffice.gov.uk/publicsector/resilience/community-resilience>

Action	Role responsible
<p>In the event of a Met Office YELLOW weather warning the following should occur:</p> <ul style="list-style-type: none">• Keep an eye on the latest weather forecast and be aware that the weather may change or worsen, which could lead to a disruption to current plans• Communicate messages to staff to make them aware of the warning and communicate with them as necessary• Ensure rotas are sufficient and be aware that if the weather deteriorates the rotas may be affected• Make sure the following are readily available; gritting supplies, shovels, blankets, flasks, charged mobile phones. Flashlights, refreshments• Check Landlord current arrangement for gritting.	Practice Manager
<p>In the event of an AMBER weather warning the following should occur in addition to the above:</p> <ul style="list-style-type: none">• Contact staff to provide advice, such as leaving early for work, plan alternative routes and to drive carefully	Practice Manager
<p>In the event of a RED weather warning the following should occur in addition to both columns above:</p> <ul style="list-style-type: none">• Check local travel arrangements for buses and trains• Regularly monitor temperature is not below 16°C as per HSE guidelines• Consider alternative travel arrangements.• Consider home working where appropriate.• If staff are unable to get to work, consider asking existing staff to work extra hours.	Practice Manager
<p>If temperature drops below 16°C in the building consider relocating staff to another location or giving them the option of working from home where appropriate.</p>	Practice Manager
<p>Inform the Primary Care HQ Team</p>	Practice Manager

9. Adverse Weather – Excessive heat

In the event that a hot weather warning is issued the Practice Manager is responsible for overseeing the following actions:

INFO: refers to weather which presents hazardous conditions or weather which could be potentially dangerous to travel. Guidance can be found at <http://www.metoffice.gov.uk/publicsector/resilience/community-resilience>

Action	Role responsible
In the event of a Met Office YELLOW weather warning the following should occur: <ul style="list-style-type: none">• Make sure you keep an eye on the thermometers and check the room temperature• Cool rooms as necessary. N.B Rooms containing meds should not exceed 26°C• Monitor and note the temperature of the rooms, especially the meds room to ensure expiry dates of medications can be adjusted accordingly.• Ensure there are sufficient refreshments supplies – cold water	Practice Manager
In the event of an AMBER weather warning (usually communicated 2-3 days prior) the following should occur in addition to the above: <ul style="list-style-type: none">• All above actions• Alert staff to weather warning• Ensure sufficient staffing• Ensure cold water facilities are available with cups	Practice Manager
In the event of a RED weather warning the following should occur in addition to both columns above: <ul style="list-style-type: none">• Consider moving staff to cooler parts of the building should IT infrastructure allow this• Allow staff to take regular breaks if safe to do so per the rota.	Practice Manager
Inform Primary Care HQ Team	Practice Manager

Appendix A – Practice Information

Practice:	Crossways
Address:	168 Liverpool Road, Crosby, Liverpool L23 0QW
Practice Number:	0151 293 0800
Practice Website:	www.crosswaysgppractice.nhs.uk
Location of:	
Prescription Pads	1st Floor, Managers Office, Filing Cabinet
Paper Consultation Templates	Reception Area
Unscanned Correspondence	Reception Area
Uncollected Scripts	Reception Area
Practice Mobile	Reception Area - Number 07818 809316
Vaccines	1st Floor, Room 3, Fridge
Drug Cupboard	1st Floor, Managers Office
Defib	Reception Area
Supplier Contact Numbers	
Telephony	Virgin - 0800 052 0800
Insurance	Aviva - PC24 HQ - 0151 254 2553
Electricity	NHS Property Services - 0844 225 2774
Gas	NHS Property Services - 0844 225 2774
Water	NHS Property Services - 0844 225 2774
Alarms	NHS Property Services - 0844 225 2774
Clinical Waste	Stericycle - 0333 240 4400

Practice:	Crosby Village Surgery
Address:	3 Little Crosby Road, Crosby, Liverpool L23 2TE
Practice Number:	0151 924 2233
Practice Website:	www.crosbyvillagegpsurgery.nhs.uk
Location of:	
Prescription Pads	Reception Area
Paper Consultation Templates	Reception Area
Unscanned Correspondence	Reception Area
Uncollected Scripts	Reception Area
Practice Mobile	Reception Area - Number 07501 419782
Vaccines	Ground Floor, Practice Nurse Room, Fridge
Drug Cupboard	Downstairs GP Room
Defib	Reception Area
Supplier Contact Numbers	
Telephony	BT - 0845 600 6156
Insurance	Aviva - PC24 HQ - 0151 254 2553
Electricity	NHS Property Services - 0844 225 2774
Gas	NHS Property Services - 0844 225 2774

Water	NHS Property Services - 0844 225 2774
Alarms	NHS Property Services - 0844 225 2774
Clinical Waste	Stericycle - 0333 240 4400

Practice:	Seaforth Village Surgery
Address:	20 Seaforth Road, Liverpool L21 3TA
Practice Number:	0151 949 1717
Practice Website:	www.seaforthvillagesurgery.nhs.uk
Location of:	
Prescription Pads	Reception Area
Paper Consultation Templates	Reception Area
Unscanned Correspondence	Reception Area
Uncollected Scripts	Reception Area
Practice Mobile	Reception Area - Number 07501 419782
Vaccines	Ground Floor, Practice Nurse Room, Fridge
Drug Cupboard	Reception Area
Defib	Reception Area
Supplier Contact Numbers	
Telephony	BT - 0845 600 6156
Insurance	Aviva - PC24 HQ - 0151 254 2553
Electricity	NHS Property Services - 0844 225 2774
Gas	NHS Property Services - 0844 225 2774
Water	NHS Property Services - 0844 225 2774
Alarms	NHS Property Services - 0844 225 2774
Clinical Waste	Stericycle - 0333 240 4400

Practice:	Litherland Practice
Address:	Litherland Town Hall H/C, Halton Hill Road, Liverpool L21 3TA
Practice Number:	0151 475 4840
Practice Website:	www.litherlandpractice.nhs.uk
Location of:	
Prescription Pads	Reception Area
Paper Consultation Templates	Admin Room
Unscanned Correspondence	Reception Area
Uncollected Scripts	Reception Area
Practice Mobile	Reception Area - Number 07927 064 012
Vaccines	Ground Floor, Practice Nurse Room G67, Fridge
Drug Cupboard	Ground Floor, Practice Nurse Room G64
Defib	Ground Floor, Practice Nurse Room G67
Supplier Contact Numbers	
Telephony	IMerseyside - 0151 296 7777
Insurance	Aviva - PC24 HQ - 0151 254 2553

Electricity	CHP (Community Health Partnership) - In Hours 07538 846 979 Out of Hours 07775 910 108
Gas	CHP (Community Health Partnership) - In Hours 07538 846 979 Out of Hours 07775 910 108
Water	CHP (Community Health Partnership) - In Hours 07538 846 979 Out of Hours 07775 910 108
Alarms	CHP (Community Health Partnership) - In Hours 07538 846 979 Out of Hours 07775 910 108
Clinical Waste	Stericycle - 0333 240 4400

Practice:	Thornton Practice
Address:	Thornton Surgery, Bretlands Road, Liverpool L23 1TQ
Practice Number:	0151 247 6365
Practice Website:	www.thorntonpractice.nhs.uk
Location of:	
Prescription Pads	Reception Area, Cupboard 1
Paper Consultation Templates	Reception Area, Cupboard 2
Unscanned Correspondence	Reception Area
Uncollected Scripts	Reception Area
Practice Mobile	Reception Area - Number 07909 990 673
Vaccines	Ground Floor, Treatment Room 1
Drug Cupboard	Ground Floor, Treatment Room 2
Defib	Ground Floor, Treatment Room 2
Supplier Contact Numbers	
Telephony	IMerseyside - 0151 296 7777
Insurance	Aviva - PC24 HQ - 0151 254 2553
Electricity	MerseyCare/Mitie – 0151 471 2206
Gas	MerseyCare/Mitie – 0151 471 2206
Water	MerseyCare/Mitie – 0151 471 2206
Alarms	MerseyCare/Mitie – 0151 471 2206
Clinical Waste	Stericycle - 0333 240 4400

Practice:	Maghull Practice
Address:	Maghull Health Centre, Westway, Liverpool L31 0DJ
Practice Number:	0151 283 0400
Practice Website:	www.maghullgppractice.nhs.uk
Location of:	
Prescription Pads	Reception Area
Paper Consultation Templates	Reception Area
Unscanned Correspondence	Reception Area
Uncollected Scripts	Reception Area
Practice Mobile	Reception Area - Number 07851 773656
Vaccines	Ground Floor, Room 1

Drug Cupboard	Ground Floor, Room 1
Defib	Ground Floor, Room 1
Supplier Contact Numbers	
Telephony	Virgin - 0800 953 0180
Insurance	Aviva - PC24 HQ - 0151 254 2553
Electricity	NHS Property Services - 0844 225 2774
Gas	NHS Property Services - 0844 225 2774
Water	NHS Property Services - 0844 225 2774
Alarms	NHS Property Services - 0844 225 2774
Clinical Waste	Stericycle - 0333 240 4400

Practice:	Netherton Practice
Address:	Netherton Health Centre, Magdalen Square L30 5SP
Practice Number:	0151 247 6098
Practice Website:	www.nethertonpractice.nhs.uk
Location of:	
Prescription Pads	Reception Area
Paper Consultation Templates	Reception Area
Unscanned Correspondence	Reception Area
Uncollected Scripts	Reception Area
Practice Mobile	Reception Area - Number 07961 123 287
Vaccines	Ground Floor, Practice Nurse Room
Drug Cupboard	Ground Floor, Room 12
Defib	Back Reception
Supplier Contact Numbers	
Telephony	IMerseyside - 0151 296 7777
Insurance	Aviva - PC24 HQ - 0151 254 2553
Electricity	MerseyCare/Mitie – 0151 471 2206
Gas	MerseyCare/Mitie – 0151 471 2206
Water	MerseyCare/Mitie – 0151 471 2206
Alarms	MerseyCare/Mitie – 0151 471 2206
Clinical Waste	Stericycle - 0333 240 4400

Practice:	Asylum Practice
Address:	Birley Court, Percy Street, Liverpool L8 7LT
Practice Number:	0151 709 3158
Location of:	
Prescription Pads	Reception Area
Paper Consultation Templates	Reception Area
Practice Mobile	Reception Area - Number 07776 766927
Vaccines	Ground Floor, Practice Nurse Room
Drug Cupboard	Reception Area
Defib	Reception Area

Supplier Contact Numbers	
Telephony	IMerseyside - 0151 296 7777
Insurance	Aviva - PC24 HQ - 0151 254 2553
Electricity	Serco - XXX
Gas	Serco - XXX
Water	Serco - XXX
Alarms	Serco - XXX
Clinical Waste	XXXXXX

Appendix B Relevant Telephone Numbers

Company/Person	Number/Reserve Number
PC24 HQ	0151 254 2553
Informatics Merseyside	0151 296 7777
PC24 Shift Manager (Manned 24/7)	0151 221 5837
South Sefton CCG Main Switchboard	0151 317 8456
Go To Doc	0161 337 2240
PCSE	0333 014 2884
EMIS Health	0845 122 233
MJOG	0845 862 1858
NHSE (Asylum Service)	07730 379731
North Mersey CCG on Call (Liverpool, Sefton and Knowsley) – ask for North Mersey CCG on Call Officer	0845 124 9802

Appendix C Paper Consultation Template

Paper Consultation Report

EMIS Number:

Date:

Receptionist Name:

Demographics / Call Details

Patients Name:	Patient Contact Number:	DOB:
	Admin Use only: Scanned onto EMIS Y/N	Time: Date: Completed by:

REPORTED CONDITION – Please write in clear print

Accessibility Information:

Clinician Name:	
Patient Arrival Time:	
Consult Start Time:	
Consult End Time:	

History/Symptoms

Remember a non-clinician will be entering these notes please write clearly and concise

Treatment: Remember a non-clinician will be entering these notes please write clearly and concise

Clinical Codes:

Prescriptions:

Drug Name:			
Strength:			
Quantity:			

Additional Information: