PrimaryCare:24

Influenza Pandemic Action Cards

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Contents

1. Overview

Influenza pandemics are a natural phenomenon that have occurred from time to time for centuries – including 3 times during the 20th century. They present a real and daunting challenge to the economic and social wellbeing of any country, as well as a serious risk to the health of its population.

There are important differences between 'ordinary' seasonal flu and pandemic flu. These differences explain why we regard pandemic flu as such a serious threat.

Pandemic influenza is one of the most severe natural challenges likely to affect the UK, but sensible and proportionate preparation and collective action by the government, essential services, businesses, the media, other public, private and voluntary organisations and communities can help to mitigate its effects.

2. Pandemic flu: description of the risk

Cause of pandemics

Pandemic influenza emerges as a result of a new flu virus which is markedly different from recently circulating strains. Few - if any - people will have any immunity to this new virus thus allowing it to spread easily and to cause more serious illness. The conditions that allow a new virus to develop and spread continue to exist, and some features of modern society, such as air travel, could accelerate the rate of spread.

Experts therefore agree that there is a high probability of a pandemic occurring, although the timing and impact are impossible to predict.

Impacts of a pandemic

Past pandemics have varied in scale, severity and consequence, although in general their impact has been much greater than that of even the most severe winter 'epidemic'.

Each pandemic is different and, until the virus starts circulating, it is impossible to predict its full effects. As such, it is impossible to forecast the precise characteristics, spread and impact of a new influenza virus strain.

Millions of people around the world will become infected, up to around 50% become ill with symptoms and a variable proportion die from the disease itself or from complications such as pneumonia.

In the UK, up to one half of the population may become infected and between 20,000 and 750,000 additional deaths (that is deaths that would not have happened over the same period of time had a pandemic not taken place) may have occurred by the end of a pandemic in the UK.

In the absence of early or effective interventions, society is also likely to face social and economic disruption, significant threats to the continuity of essential services, lower production levels, shortages and distribution difficulties. Individual organisations may also suffer from the pandemic's impact on business and services.

The World Health Organization (WHO) Global Influenza Surveillance Network, comprising 105 countries, acts as a global alert mechanism, monitoring circulating influenza viruses in order to detect the emergence of those with pandemic potential.

In light of the above, a new UK approach to the indicators for action in a future pandemic response has been developed. This takes the form of a series of phases: **Detection, Assessment, Treatment, Escalation** and **Recovery**.

Detect and Assess Phase

Public Health England (PHE) leads the initial part of a pandemic response which is characterised as Detect and Assess. This is when there are initial cases and small clusters in the country and the focus is on understanding the virus. The NHS element is largely concerned with establishing the systems that will be implemented to meet increased demand and possible disruption.

Treat and Escalate Phase

The NHS takes the lead for pandemic influenza during the Treat and Escalate phases when there is increased demand on services as the number of patients with influenza increase. National oversight will ensure that the NHS functions cohesively across the country to provide the best care for all patients, as consistently as possible.

Recovery Phase

Alongside the planning for and delivering a pandemic response, it is essential that the recovery phase is also planned and managed. This will help ensure services are restored in the most appropriate way to normalise the system.

Additional resources:
Department of Health – UK Influenza Pandemic Preparedness Strategy 2011
NHS England – Operating Framework for Managing the Response to Pandemic Influenza

3. PC24 Information

Notification of an Influenza Pandemic

PC24 will be notified of a confirmed influenza pandemic by either local commissioners or Public Health England.

The PC24 business continuity executive lead will be responsible for the appropriate planning and management of an Influenza Pandemic, liaising with key individuals to ensure patient and staff safety is maintained.

PC24 Business Continuity Executive Lead – Jay Carr, Director of Service Delivery

This plan will be collated with other system wide providers via the A&E Delivery Board.

This document should be read in conjunction with the Business Continuity Actions for the relevant service, ensuring all usual Business Continuity Actions have been executed before implementing these action cards.

PC24 Communications Plan

PC24's communications team have developed a robust social media communications plan to include advice to patients utilising appropriate services and self-help advice across the festive period.

Infection Control

In addition to all existing PC24 IPC procedures that are embedded, additional Personal Protective Equipment (PPE) such as gloves, aprons, facemasks and alcohol gel will be made available in all locations once a pandemic has been declared.

**Please note all relevant contact numbers can be found within the appropriate Business Continuity Action Cards.

4. Loss of Operational and Clinical Staff – Out of Hours

Action
In the event of loss of operational staff due to an influenza pandemic, please refer to Action Card 2 within the IUC Business Continuity Action Cards.

5. Loss of Operational Staff – all other services

Action
In the event of loss of operational staff due to an influenza pandemic, the Head of Service/Manager on Call are responsible for ensuring the following actions are taken within the affected service unit: Over 25% • Escalate to the Head of Service • Contact all bank staff for additional availability • Redeploy resources if available – such as receptionist without a clinician to another location • Enact annual leave embargo for new requests
Over 50% • All above actions • Escalate to the Deputy Director • Use staff skill matrix – Appendix D redeploy staff as appropriate • Cancel non-essential staff meetings and redeploy resource • Consider escalation to the relevant CCG
Over 75% • All of the above actions • Escalate to Director of Service Delivery • Redeploy staff from non-critical departments to provide operational support – Training Matrix Appendix E

6. Loss of Clinical Staff – all other services

Action
In the event of loss of clinical staff due to an influenza pandemic, the Head of Service/Manager on Call are responsible for ensuring the following actions are taken within the affected service unit: Up to 25% • Escalate to the Head of Service • Contact all bank staff for additional availability • Redeploy resources if available – such as receptionist without a clinician to another location • Enact annual leave embargo for new requests
25% - 50% • All above actions • Escalate to the Deputy Director • Use staff skill matrix – Appendix D redeploy staff as appropriate • Cancel non-essential staff meetings and redeploy resource • Consider escalation to the relevant CCG
50% - 75% • All of the above actions • Escalate to Director of Service Delivery • Redeploy staff from non-critical departments to provide support
75% of higher • Consider temporary closing service

7. Increase in Demand – Out of Hours

Action

In the event of significant increase in demand due to an influenza pandemic, the Head of Service/Manager on Call are responsible for ensuring the following actions are taken within the affected service unit:

Winter average activity levels by day of week:

Day of week	Oct 18 to Mar 19 average activity	Oct 19 to Mar 20 prediction, adding 12.0% year on year and 9.0% St Helens increases	Predicted maximum activity Oct 19 to Mar 20
Monday	121.6	148.4	178.1
Tuesday	118.2	144.3	173.2
Wednesday	113.8	139.0	166.8
Thursday	114.0	139.2	167.1
Friday	149.3	182.2	218.7
Saturday	427.9	522.4	626.8
Sunday	359.1	438.4	526.1
Bank Holiday	374.3	457.0	548.4

Out of Hours monitor and record the escalation of service demand via EMS (Escalation Management System). During times of service escalation appropriate actions are taken to maintain patient safety, these actions are detailed within the Out of Hours EMS Action Cards within the Integrated Urgent Care Business Continuity Document.

8. Increase in Demand – all other services

Action
In the event of significant increase in demand due to an influenza pandemic, the Head of Service/Manager on Call are responsible for ensuring the following actions are taken within the affected service unit: Activity levels are 25% higher than expected: • Escalate to Head of Service • Utilise Extended Access capacity • Contact all salaried clinicians for additional availability • Contact all agencies/associate clinicians staff for additional availability – Agency list appendix C • Redeploy resources if available from other services
Activity levels are 50% higher than expected: • All above actions • Escalate to the Deputy Director • Consider use of alternative skill mix – Appendix D • Cancel non-essential clinical meetings and redeploy resource • Consider escalation to the relevant CCG
Activity levels are 75% higher than expected: • All of the above actions • Escalate to the Director of Service Delivery • Sefton Practices - Cancel all routine appointments for clinical staff – appointments will only be available for urgent/emergency cases

Appendix A – PC24 Remote Sites Information

Primary Care Services

Practice:	Crossways
Address:	168 Liverpool Road, Crosby, Liverpool L23 0QW
Practice Number:	0151 293 0800
Practice Website:	www.crosswaysgppractice.nhs.uk

Practice:	Crosby Village Surgery
Address:	3 Little Crosby Road, Crosby, Liverpool L23 2TE
Practice Number:	0151 924 2233
Practice Website:	www.crosbyvillagegpsurgery.nhs.uk

Practice:	Seaforth Village Surgery
Address:	20 Seaforth Road, Liverpool L21 3TA
Practice Number:	0151 949 1717
Practice Website:	www.seaforthvillagesurgery.nhs.uk

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

Practice:	Thornton Practice
Address:	Thornton Surgery, Bretlands Road, Liverpool L23 1TQ
Practice Number:	0151 247 6365
Practice Website:	www.thorntonpractice.nhs.uk

Practice:	Maghull Practice
Address:	Maghull Health Centre, Westway, Liverpool L31 0DJ
Practice Number:	0151 283 0400
Practice Website:	www.maghullgppractice.nhs.uk

Practice:	Netherton Practice
Address:	Netherton Health Centre, Magdalen Square L30 5SP
Practice Number:	0151 247 6098
Practice Website:	www.nethertonpractice.nhs.uk

Practice:	Asylum Practice
Address:	Birley Court, Percy Street, Liverpool L8 7LT
Practice Number:	0151 709 3158

Integrated Urgent Care Services

Site:	Aintree Hospital
Address:	Lower Lane, L9 7AL
Services that operate from this location:	Primary Care Streaming and Out of Hours

Site:	Alder Hey Children's Hospital
Address:	Eaton Road, L12 2AP
Services that operate from this location:	Primary Care Streaming

Site:	Royal Hospital
Address:	Prescot Street, L7 8XP
Services that operate from this location:	Primary Care Streaming and Out of Hours

Site:	Garston
Address:	Church Road, L19 2LW
Services that operate from this location:	Out of Hours and Liverpool Extended Access

Site:	Huyton
Address:	Nutgrove Villa, Poplar Bank L36 6GA
Services that operate from this location:	Out of Hours and Knowsley Extended Access

Site:	Halewood
Address:	Roseheath Drive, Halewood, L26 9UH
Services that operate from this location:	Knowsley Extended Access

Site:	Runcorn
Address:	Hospital Way, WA7 2DA
Services that operate from this location:	Out of Hours

Site:	Kirkby
Address:	St. Chads Drive, L32 8RE
Services that operate from this location:	Out of Hours and Knowsley Extended Access

Site:	Lowe House Health Centre
Address:	103 Crab Street, St Helens WA10 2DJ
Services that operate from this location:	Out of Hours

Site:	Old Swan
Address:	St. Oswald Street, L13 2GA
Services that operate from this location:	Out of Hours

Site:	Whiston Primary Care Centre
Address:	Old Colliery Road, Whiston, L35 3SX
Services that operate from this location:	Knowsley Extended Access

Site:	Widnes
Address:	Oaks Pl, Caldwell Road, WA8 7GD
Services that operate from this location:	Out of Hours

Site:	Childwall
Address:	Queens Drive, Liverpool L15 6UR
Services that operate from this location:	Liverpool Extended Access

Site:	Abercrombie
Address:	Grove Street, Liverpool, L7 7HG
Services that operate from this location:	Liverpool Extended Access

Site:	Townsend
Address:	Townsend Lane, Liverpool L6 0BB
Services that operate from this location:	Liverpool Extended Access

Site:	Millennium Centre
Address:	Corporation Street, St Helens, WA10 1HJ
Services that operate from this location:	St Helens Extended Access

Site:	Rainhill Clinic
Address:	View Road, Prescot, L35 0LE
Services that operate from this location:	St Helens Extended Access

Site:	Rainford Health Centre
Address:	Higher lane, Rainford, WA11 8AZ
Services that operate from this location:	St Helens Extended Access

Appendix B Agency Contact Information

Coben	Saleena	**DD:** 01254 291328 **Email:** saleena@cobenmedical.com
Medco	Ahmed	**Tel:** 020 8956 2011 **Mobile:** 07715 583339 **Email**: Ahmad@medco-services.com
Merco	Adam	**Tel:** 0208 947 3077 **Email:** Adam.Kilgallon@merco.co.uk
MSI	Moira	**Tel:** 0203 817 4017 **Fax:** 0207 990 9762 **Email**: moira.perry@msirecruitment.com
Applocum	Jenny	**Main:** 0161 711 0655 **Direct Line:** 0161 507 2706 **Email:**jennifer@applocum.com **Mobile/WhatsApp**:07581 093 053
Austin Dean	Kaitlin	**Tel:** 020 3489 6070 **Mobile:** 07901978928 **Email:** kaitlin@austindean.co.uk
Meddocs	Marc / Noah	**Tel:** 0845 468 2520 **Mobile:** 0793 018 0318 **Fax:** 0845 468 2510 **Email:** jobs@meddoclocums.com
Acute Locums	Chimme	**Tel: 0161 8189179** (Dr Ogunbadejo (*), Olubenga is part of this company and may be able to assist of unable to contact Chimme.)
Locum Staffing	Silpa	**Tel**: 01582 394 815 **Email:** Silpa.Thakrar@locumstaffing.co.uk
Advoco Sefton Practices Only	Ben or Jade	**Tel: 0161 436 6155** **Fax: 0161 660 7570** **Email:** doctors@advocolocums.co.uk

Appendix C Staff Skill Mix Matrix

A matrix of all employed staff and the roles they are currently trained to carry out has been created, this can be filtered by role to quickly identify staff trained in specific roles for the purpose of redeployment.

File location:

PC24 Shared Drive, Operations, Influenza Pandemic, Staff Skill Mix Matrix

The document is password protect and has been circulated to the PC24 management team separately.

Appendix D Operational Training Documents

A range of operational training documents have been created for each operational post, this allows PC24 to quickly upskill personnel for the purpose of redeployment. These will be reduced timeframes and will only train staff on the technical processes.

S:\Operations\Business Continuity\Operational Training Documents

Appendix E In Hours Flowchart

Pandemic Influenza Flow Chart

Shift Manager will coordinate workflow and direct to the next case based on priority