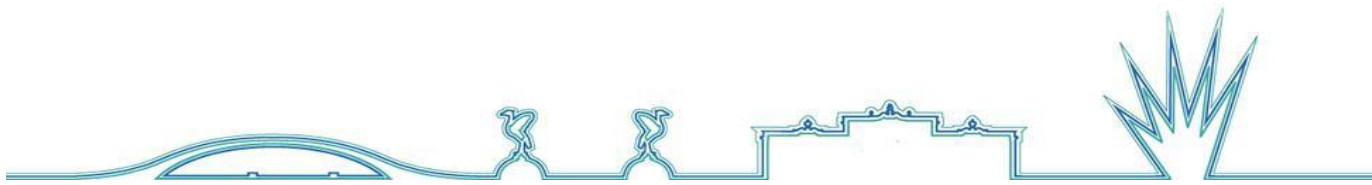


Business Continuity Action Cards Integrated Urgent Care

Version: 3.1

July 2020



Issue date: 01/09/2019

Review date: 01/09/2021

Version	Date	Change
Version 2.1	July 2017	Updated contact numbers
Version 2.2	August 2017	Update to Task no.3
Version 2.3	August 2017	Update to Task no.3
Version 2.4	November 2017	Removed NHS 111 specific, review and updated all other action cards as required.
Version 2.5	December 2017	Updated Task number 4
Version 2.6	August 2018	Reviewed and updated as required
Version 2.7	Sept 2018	Name Change to IUC SDU Updated to include procedures for St Helens and Liverpool Extended Access
Version 2.7	Sept 2018	Name Change to IUC SDU Updated to include procedures for St Helens and Liverpool Extended Access
Version 3.0	August 2019	Reviewed and updated
Version 3.1	July 2020	Reviewed and updated section 4

Contents

1. EVACUATION OF WAVERTREE HQ.....	4
2. LOSS OF STAFFING IN THE IUC SERVICES	6
3. LOSS OF POWER TO WAVERTREE HQ.....	8
4. FAILURE TO ADASTRA SYSTEM.....	9
5. FAILURE OF LIVERPOOL EXTENDED ACCESS EMIS SYSTEM.....	10
6. FAILURE OF ST HELENS EXTENDED ACCESS EMIS SYSTEM	11
7. FAILURE TO TELEPHONY SYSTEM (MITEL PHONES)	12
8. LOSS OF PC24 NETWORK.....	13
9. LOSS OF PC24 DOMAIN.....	14
10. LOSS OF UTILITIES.....	15
11. NO ACCESS TO WAVERTREE HQ BY VEHICLE.....	16
12. ADVERSE WEATHER – COLD WEATHER.....	17
13. ADVERSE WEATHER – EXCESSIVE HEAT	18
14. RELOCATION OF OPERATIONAL STAFF WITHIN IUC SERVICES	19
15. LOSS OF PC24 VEHICLES	20
16. APPENDIX A. RELOCATION INFORMATION	21
17. APPENDIX B ESCALATION MANAGEMENT ACTION CARDS.....	22
18. APPENDIX C ADDITIONAL MEDICINES STORE INFORMATION	28
19. APPENDIX D RELEVANT TELEPHONE NUMBERS.....	29
20. APPENDIX E – RELEVANT CLINICAL CONTACT DETAILS	30

21. APPENDIX F – STAFF SKILL LIST31

22. APPENDIX G – PRINT FROM CONTINUITY TRACKER.....32

23. APPENDIX K – OXYGEN STORAGE - HQ.....34

1. Evacuation of Wavertree HQ

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

Action	Role responsible
<p>MUST BE DONE FIRST:</p> <p>Emergency bag from cabinet one behind the shift managers desk – holds emergency equipment</p> <p>Ensure all staff begin to evacuate the building</p> <p>If safe to do so, print off the active cases from Adastra using the continuity tracker alternatively take the continuity tracker out of the building, can be connected at another PC24 site for printing.</p> <p>Extended access cases can be accessed from any Extended Access base. For a note of the Extended Access switcher codes (see Appendix A)</p>	Shift Manager supported by Senior Urgent Care Coordinator
Evacuate the staff to the assembly point and consider calling 999 if necessary.	Shift Manager
<p>Emergency Services will usually require confirmation of a genuine emergency before responding, for example</p> <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 <p>In the event of a suspected gas leak then contact Building Custodian – Out of Hours / Emergency and Transco.</p>	Shift Manager
Contact the PC24 Manager on call.	Shift Manager
Update NWS Duty Manager request to escalate as per their protocols.	Shift Manager
Manager on Call contact the PC24 Director on Call to make them aware of the evacuation.	Manager on call
Director on Call contact the relevant CCG on Call Officer to inform of the evacuation.	Director on call
<p>Shift Manager will appoint a logger from the team who will be responsible for logging all decisions and reasons in the log book.</p> <p>Logger book is in the evacuation bag.</p>	Shift Manager/ Logger

Consider relocating staff to the Huyton PCS, or other sites if evacuation lasts longer than 30 minutes. (Please see Appendix A for more information)	Shift Manager
Contact to be made to staff due on shift to make them aware of the evacuation	Shift Manager
<p>If the evacuation proves to be a false alarm, staff can return to the building once the Shift Manager gives the all clear.</p> <p>Possible signs of a false alarm: No visible flames or smoke No smell of gas or burning</p> <p>If not a false alarm and there is a fire or gas leak then contact Building Custodian – Out of Hours / Emergency (contact details on Appendix D)</p>	Shift Manager
Reset the alarm using the fire alarm key. To reset the alarm obtain the key from the car key cupboard labelled fire alarm key. Open up the fire alarm unit in the front foyer click mute and then reset.	Shift Manager
Once the incident is over, declare all clear to relevant parties.	Shift Manager

2. Loss of staffing in the IUC Services

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

Action	Role responsible
<p>The Shift 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, the Shift Manager needs to contact all trained staff to see if cover can be obtained.</p> <p>Staff skill list can be found in appendix F.</p> <p>If cover cannot be obtained and there is a risk to service, Manager on Call should be made aware.</p>	<p>Shift Manager</p>
<p>Loss of Shift Manager</p> <p>If the overnight Shift Manager cannot be on shift the responsibility for the running of the shift would be delegated to the Overnight Referral Coordinator supported by the Manager on Call and Director on Call as appropriate, until such time a replacement can be sourced.</p> <p>The lone working policy should be considered.</p> <p>The Manager on Call should be made aware as soon as it is reported the Shift Manager will not be on shift.</p> <p>The Manager on Call should notify the Director on Call if there is risk to service.</p>	<p>Manager on Call</p> <p>Referral Coordinator/Urgent Care Coordinator</p> <p>Manager on Call</p>
<p>Loss of Overnight Receptionist</p> <p>Shift Manager to attempt to source replacement Receptionist.</p> <p>If unable to find replacement receptionist, the driver of the relevant site will be asked to sit at the Reception desk and inform the Shift Manager on the arrival of patients.</p> <p>If a driver is to be utilised as a receptionist, it is essential that Med Boxes A&B are delivered to Old Swan and returned at the end of the shift.</p> <p>The Manager on Call should be made aware.</p> <p>The Manager on Call should notify the Director on Call if there is risk to service.</p>	<p>Shift Manager</p> <p>Shift Manager</p> <p>Shift Manager</p> <p>Shift Manager</p> <p>Manager on Call</p>

<p>Loss of Overnight Driver</p> <p>Contact bank list/other drivers to find replacement. This list can be found in the Shift Manager's Grab Bags and in the Contingency Folder on the Shared Drive.</p> <p>If unable to find replacement driver, utilise the two available drivers accordingly to meet service needs.</p> <p>The Manager on Call should be made aware.</p> <p>The Manager on Call should notify the Director on Call if there is risk to service.</p>	<p>Shift Manager</p> <p>Shift Manager</p> <p>Shift Manager</p> <p>Manager on Call</p>
<p>Loss of Clinicians</p> <p>If there are no Clinicians available this directly compromises the service. Manager on Call to be updated.</p> <p>Contact all Clinicians on database (if reasonable time of day)</p> <p>Contact can be made to the on call Agencies, see Appendix Appendix E – Agency Contact Details.</p> <p>Manager on Call to contact the Director on Call and offer relevant level of support as necessary.</p> <p>All patients must be comfort called and offered advice to either call 999, or call NHS 111.</p>	<p>Shift Manager</p> <p>Shift Manager</p> <p>Shift Manager</p> <p>Manager on Call</p> <p>Shift Manager</p>
<p>Loss of Extended Access Shift Coordinator</p> <p>The Shift Manager should take steps for coordination of the service to be delegated to an appropriate individual or incorporate into daily routine.</p> <p>Manager on Call to be updated.</p> <p>The Manager on Call should notify the Director on Call if there is risk to service.</p>	<p>Shift Manager</p> <p>Shift Manager</p> <p>Manager on Call</p>
<p>Loss of Extended Access Call Handler</p> <p>The Shift Coordinator should be logged into the appropriate hunt group to reduce impact on the service.</p> <p>The Shift Coordinator should inform the Shift Manager and inform of actions taken.</p> <p>Shift Manager will then make the decision to escalate Manager on Call if there is a risk to service.</p>	<p>Shift Coordinator/Shift Manager</p> <p>Shift Manager</p>
<p>Ensure all decisions are logged in the Shift Manager report.</p>	<p>Shift Manager</p>

3. Loss of power to Wavertree HQ

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

INFO: UPS will cover a safe shut down of all servers and computers. UPS will only cover power for between 10-15 minutes, ensuring a safe shut down.

Action	Role responsible
All staff to log off after current calls have ended. If a call is likely to last longer than the initial 15-20 minute shut down time that patient will be advised that they will be called back as a first priority.	Shift Manager
Print off the active cases from Adastral using the continuity tracker: Details of how to print from the continuity tracker can be found in Appendix G. Extended Access cases can be accessed at any Extended Access location.	Shift Manager supported by the Senior Urgent Care Coordinator
Contact Manager on Call	Shift Manager
Contact the NWS Duty Manager	Shift Manager
Contact to be made to operational staff to make them aware there is loss of power at Wavertree HQ	Shift Manager
If power loss is for longer than 30 minutes staff will need to be relocated as detailed in Action Card 1.	Shift Manager
Contact the Director of call to make them aware of the relocation	Manager on call
Contact the relevant CCG on Call Officer to make them aware of the evacuation	Director on call
Relocate Out of Hours staff to the another service location (Please see Appendix A)	Shift Manager
Relocate Extended Access staff to another service location	Shift Manager
If loss of power is during OOH period divert lines to contingency mobile as in appendix (rota phone 1, but bounces to other 4 rota phones	Shift Manager
Ensure all decisions are logged in the Shift Manager Report	Shift Manager

4. Failure to Adastra system

In the event that the Adastra system fails the Shift Manager is responsible for overseeing the following actions:

Action	Role responsible
Contact Adastra to report and obtain an incident number	Shift Manager
Contact NWS Duty Manager – Confirm details of all calls sent from NHS 111 within the last hour are available on the contingency tracker.	Shift Manager
In Hours Period (Monday – Friday 0800-1800) Inform Head of Service or Deputy Director of Urgent Care Inform Director of Service Delivery or another member of the executive team in their absence Out of Hours Contact Manager on Call On Call Manager to contact Director on Call	Shift Manager Shift Manager/ Manager on Call
Contact informatics Merseyside to check there is no failure to the NHS network.	Shift Manager
Use Continuity tracker to access all current cases in the system. Access Details can be found in Appendix G.	Shift Manager
If access to Adastra is not backed up and running immediately then the paper based contingency should be implemented. Paper call sheets are available in the emergency bag at Wavertree HQ – assign staff member to make copies. For all extended access sites, paper call sheets are available within the escalation folder. If unavailable they can be printed from the staff intranet under Templates and forms, Call centre forms and the title of the document is “Paper contingency report (when Adastra goes off)” Paper call sheets and diaries are located in the Receptionist paperwork folder at each Primary Care Streaming and Urgent Care Centre sites.	Shift Manager
All actions taken need to be logged on the Shift Managers report and regular updates to manager on call.	Shift Manager
Paperwork to be faxed back to base. If no fax facility then a driver must go to collect the paper consultations to bring them back to base, paper consultations will then be entered on the system the next working day. Those members of staff able to input can be found in the staff skill manual.	Shift Manager/ Driver

5. Failure of Liverpool Extended Access EMIS System

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

Action	Role responsible
<p>Liaise with PC24 IT team to rule out local IT issues (If no PC24 IT on site, continue to next step)</p> <p>Contact iMerseyside helpdesk to report and obtain an incident number.</p> <p>iMerseyside to check for local issues and report to EMIS Helpdesk if required.</p>	Shift Manager
Contact Remote sites (if operational) to check if their system is still running.	Shift Coordinator
<p>In hours Period (Monday – Friday 0800-1800)</p> <p>Shift Coordinator to inform the Shift Manager.</p> <p>Shift Manager to inform Service Manager/Head of Service</p> <p>Out of Hours Period</p> <p>Shift Coordinator to inform Shift Manager.</p> <p>Shift Manager contact Manager on Call to make them aware</p> <p>Manager on Call to make Director on Call aware</p>	<p>Shift Manager</p> <p>Manager on Call</p>
<p>If access to EMIS access is not back up and running immediately then the paper based contingency should be implemented.</p> <ul style="list-style-type: none"> Paper call sheets are available in the Shift Managers drawer and emergency bag at Wavertree HQ – assign staff member to make copies. At Extended Access remote sites paper call sheets are available within the escalation folder. If unavailable they can be printed from the staff intranet under Templates and forms, Call centre forms. For all extended access sites, paper call sheets are available within the escalation folder. 	Shift Manager
All actions taken need to be logged on the Shift Managers report and regular updates to manager on call.	Shift Manager
Paperwork to be faxed back to base. If no fax facility then a driver must go to collect the paper consultations to bring them back to base, paper consultations will then be entered on the system the next working day. Those members of staff able to input can be found in the staff skill manual.	Shift Manager/ Driver

6. Failure of St Helens Extended Access EMIS System

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

Action	Role responsible
<p>Liaise with PC24 IT team to rule out local IT issues (If no PC24 IT on site, continue to next step)</p> <p>Contact St Helens and Knowsley HIS helpdesk to report and obtain an incident number.</p> <p>HIS to check for local issues and report to EMIS Helpdesk if required.</p>	Shift Manager
Contact Remote sites (if operational) to check if their system is still running.	Shift Coordinator
<p>In hours Period (Monday – Friday 0800-1800) Shift Manager to inform Service Manager/Head of Service</p> <p>Out of Hours Period Shift Manager contact Manager on Call to make them aware</p> <p>Manager on Call to make Director on Call aware</p>	Shift Manager Manager on Call
<p>If access to EMIS access is not back up and running immediately then the paper based contingency should be implemented.</p> <p>Paper call sheets are available in the Shift Managers drawer and emergency bag at Wavertree HQ – assign staff member to make copies.</p> <p>At EA remote sites paper call sheets are available within the escalation folder.</p> <p>If unavailable they can be printed from the staff intranet under Templates and forms, Call centre forms.</p> <p>Paper call sheets and diaries are located in the Receptionist paperwork folder at each EA Centre sites.</p>	Shift Manager
All actions taken need to be logged on the Shift Managers report and regular updates to manager on call.	Shift Manager
Paperwork to be faxed back to base. If no fax facility then a driver must go to collect the paper consultations to bring them back to base, paper consultations will then be entered on the system the next working day. Those members of staff able to input can be found in the staff skill matrix (Appendix F).	Shift Manager/ Driver

7. Failure to telephony system (Mitel Phones)

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

Action	Role responsible
Contact Solar and make them aware of the situation. From solar establish estimated time of impact/disruption. Ensure you are provided with a reference number.	Shift Manager
In Hours Inform PC24 IT team Out of Hours Inform the PC24 Manager on call	Shift Manager
Manager on call contact Director on call during out of hours period	Manager on call
Contact all remote sites using Cisco phones to advise of incident	Shift Manager
If downtime exceeds 30 minutes contact Solar to transfer health care professional and Extended Access telephone lines to contingency mobile number as in appendix (rota phone but will bounce to all 4 rota phones)	Shift Manager
Once telephony system is resolved contact Solar to revert the phone lines back	Shift Manager
Ensure all decisions are logged in the Shift Manager report and regular updates provided to Manager on call.	Shift Manager

8. Loss of PC24 network

In the event that there is a loss of the PC24 network (no access to internet) the Shift Manager is responsible for overseeing the following actions:

Action	Role responsible
<p>In Hours Inform PC24 IT Team</p> <p>Out of Hours Contact informatics Merseyside to check there is no failure to the NHS network</p>	Shift Manager
<p>If the loss of network is affecting remote locations, revert to paper based systems and mobile phones</p> <p>Process for reverting to mobiles:</p> <p>Contact Solar to transfer the patient phone lines to the contingency mobiles.</p> <p>Paper based systems:</p> <p>Paper call sheets are available in the Shift Managers drawer at Wavertree HQ, in the escalation folder at Nutgrove Villa and in the Receptionist Paperwork folder at each of the Primary Care Streaming, Extended Access and Urgent Care Centre sites.</p> <p>If unavailable they can be printed from the staff intranet under templates and forms, Call centre forms and the title of the document is "Paper contingency report (when Adastra goes off)"</p> <p>If other systems begin to be affected e.g. Adastra please see relevant Action Cards relating to this event</p>	<p>Shift Manager</p> <p>Shift Manager</p> <p>Shift Manager</p>
Make a call to the Manager on call	Shift Manager
Contact the Director on Call and update them on the situation	Manager on Call
Once telephony system is resolved contact Solar to revert the phone lines back	Shift Manager
Ensure all decisions are logged in the Shift Manager Report	Shift Manager

9. Loss of PC24 Domain

In the event that there is a loss of the PC24 domain (no access to the shared drive) the Shift Manager is responsible for overseeing the following actions:

INFO: Only likely to happen if loss of power or failure to server

Action	Role responsible
Contact One Advanced and inform them of the issue. The number can be located in Appendix D and in the Service Manager's Mobile Phone. If they require the I.P addresses for the domain servers they are as follows: DC01 192.168.110.10 DC02 192.168.110.11	Shift Manager
Make a call to the Manager on call	Shift Manager
If it is a loss of power or a failure to the server has occurred relocation may have to be considered if the loss persists over a number of days.	Shift Manager
Director on Call to be made aware	Manager on Call
Ensure all decisions are logged in the Shift Manager Report	Shift Manager

10. Loss of utilities

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

INFO: Building Custodian should only be contacted in the instance of a serious issue e.g. gas leak, flooding, loss of heating etc.

Action	Role responsible
Make a call to the Manager on Call	Shift Manager
Contact Director on call	Manager on call
Contact Building Custodian – Out of Hours / Emergency Number can be located in Appendix D or in the Shift Manager's Mobile Phone	Manager on Call
If required staff should evacuate the building and make their way to the designated assembly point. Please follow Action Card 1 for evacuation procedure	Shift Manager
Ensure all decisions are logged in the Shift Manager Report	Shift Manager

11. No access to Wavertree HQ by vehicle

In the event that there is no access to the site from Stephenson Way the Shift Manager is responsible for overseeing the following actions:

Action	Role responsible
Access Rotamaster for staff contact details and communicate with staff who are due on shift to inform of route and access to PC24 base.	Shift Manager
Make a call to the Manager on call to update	Shift Manager
Manager on call to contact and update Director on call	Manager on call
Contact to update CCG on call officer	Director on call
Contact NWS Duty Manager to update.	Shift Manager
Communicate with Emergency Services Incident Control for updates.	Shift Manager / Manager on Call
If all access routes are blocked then relocation of staff should be considered (refer to Action Card 1)	Shift Manager / Manager on Call
If access to the building is affected contact Building Custodian	Shift Manager / Manager on Call

12. Adverse Weather – Cold weather

In the event of adverse weather conditions the Shift 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> <p>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</p> <p>Communicate messages to staff to make them aware of the warning and communicate with them as necessary</p> <p>Ensure rotas are sufficient and be aware that if the weather deteriorates the rotas may be affected</p> <p>Make sure the following are readily available; gritting supplies, shovels, blankets, flasks, charged mobile phones. Flashlights, refreshments</p> <p>Check Landlord current arrangement for gritting.</p>	Shift Manager
<p>In the event of an AMBER weather warning the following should occur in addition to the above:</p> <p>Contact staff to provide advice, such as leaving early for work, plan alternative routes and to drive carefully</p>	Shift Manager / Service Manager / Rota Manager
<p>In the event of a RED weather warning the following should occur in addition to both columns above:</p> <p>Check local travel arrangements for buses and trains</p> <p>Regularly monitor temperature is not below 16°C as per HSE guidelines</p> <p>Consider alternative travel arrangements.</p> <p>Consider home working where appropriate.</p> <p>If staff are unable to get to work, consider asking existing staff to work extra hours.</p>	Shift Manager / Service Manager / Rota 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>	Shift Manager
<p>Manager on Call to inform Director on Call</p>	Manager on Call
<p>Ensure all decisions are logged in the Shift Manager Report</p>	Shift Manager

13. Adverse Weather – Excessive heat

In the event that a hot weather warning is issued the Shift 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: Make sure you keep an eye on the thermometers and check the room temperature Cool rooms as necessary. N.B Meds rooms 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	Shift Manager
In the event of an AMBER weather warning (usually communicated 2-3 days prior) the following should occur in addition to the above: Alert staff to weather warning Ensure sufficient staffing Ensure cold water facilities are available with cups Ensure the coolers within the Meds Room are maintained to assist in keeping the temperature down.	Shift Manager
In the event of a RED weather warning the following should occur in addition to both columns above: 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.	Shift Manager
Keep Manager on Call Informed of key decisions	Shift Manager

14. Relocation of operational staff within IUC services

In the event that staff need to be relocated then the Shift Manager is responsible for overseeing the following actions:

Action	Role responsible
In Hours Contact Service Manager	Shift Manager
Out of Hours Contact Manager on call	
In Hours Inform Director of Service Delivery or Deputy	Service Manager
Out of Hours Contact Director on call	Manager on Call
Contact CCG on call officer to inform them of the situation	Director on Call
Determine the availability of space at other locations Discussion should be had with Manager on Call about best location to relocate to.	Shift Manager
Consider current staffing levels and increase if necessary	Shift Manager
In the event that staff at a Face to Face Centre need to be relocated, determine if another Centre can be utilised.	Shift Manager
Send staff to locations identified, making a note of who has gone where, either in their own cars or by arranging transport. (Taxi account can be used at discretion of Shift Manager and Manager on Call)	Shift Manager
Make sure phones are on divert to contingency mobile as in appendix (rota phone 1, but bounces to other 4 rota phones)	Shift Manager
Keep staff informed of situation and move them back to Wavertree HQ should the opportunity arise	Shift Manager
Alert all other operational staff including drivers and receptionists providing regular updates as and when required.	Shift Manager
Ensure all decisions are logged in the Shift Manager Report	Shift Manager

15. Loss of PC24 vehicles

In the event that more than two PC24 vehicles cannot be used then the Shift Manager is responsible for overseeing the following actions:

INFO: Please use your judgement as to whether additional cars are needed depending on location of cars and number of home visits

Action	Role responsible
Contact breakdown or auto glass companies to get the cars fixed as soon as possible. Numbers and procedures for these can be found in the Shift Manager folder and in the med cars.	Shift Manager/Driver
See if it is possible to reorganise the rota for the cars and GP's to support the service.	Shift Manager
Contact Manager on Call	Shift Manager
Contact Enterprise: Sat / Sun or Bank Holidays Or Knowles Fleet: Mon – Fri To see if they have any hire cars available. If not contact other car hire companies. Enterprise account number: 3US2656 They may ask for a PO No. give them your initials and present date. In the above situation, hire cars are to be authorised by the Manager On-Call	Shift Manager Manager on Call
Make sure each car is equipped with a mobile phone and all relevant items needed for a home visit. Make sure the home visit dispatcher has the correct mobile phone number relating to each car and if necessary the registration.	Drivers
Manager on call to contact Director on call	Manager on call
As a further stage, open additional rooms in centres and transport patients to these locations (via taxi at the discretion of the Shift Manager in discussion with the Manager on Call). Priority for home visits would have to go to house bound patients, palliative and those living on their own.	Shift Manager
Ensure all decisions are logged in the Shift Manager Report	Shift Manager

16. **Appendix A. Relocation Information**

A matrix of all PC24 IUC locations with details of opening times, number of clinical rooms available and workstations available.

File location:

[PC24 Shared Drive, Operations, Business Continuity, Site Matrix](#)

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

Extended Access Service Switcher Codes:

St Helens EMIS switcher code	136764
Liverpool EMIS switcher code	29507
Knowsley EMIS switcher code	30198

17. Appendix B Escalation Management Action Cards

EMS LEVEL 1 - Planned Operational Working					
Level 1 Escalation Managed by: Shift Manager					
Action Ref	Action	Trigger / Pressure Mitigated	Responsible	Duration	Documentation & Communication Detail
1a.	Continue to regularly review triggers	All Triggers	Shift Manager	Review hourly	
EMS LEVEL 2 - Moderate Pressure					
Level 2 Escalation Managed by: Shift Manager					
Action Ref	Action	Trigger / Pressure Mitigated	Responsible	Duration	Documentation & Communication Detail
2a.	Inform Manager on Call	All Triggers	Shift Manager	Review hourly	
2b.	Protect all Emergency and urgent cases	25% of cases in the DCA pool have breached. 45% of Urgent Care Centres booked two hours in advance. Expect to breach more than 25% of visits awaiting dispatch.	Shift Manager, call centre Operational team	Review hourly	
2c.	Protect the majority of less urgent DCA cases, assigning 50% of available clinical resources to non-breached cases with under 5 years and over 75 years taking priority	25% of cases in the DCA pool have breached.	Shift Manager, call centre Operational team	Review hourly	
2d.	Assign 50% of available clinical resources to cases with the potential to breach and breached calls	25% of cases in the DCA pool have breached.	Shift Manager, call centre Operational team	Review hourly	

2e.	Utilise all available capacity within Extended Access services via direct booking	25% of cases in the DCA pool have breached 45% of Urgent Care Centres booked two hours in advance. Expect to breach more than 25% of visits awaiting dispatch.	Shift Manager/Shift Coordinator	Review Hourly	
2f.	Use blocked appointment slots in Urgent Care Centres (if available) to help triage capacity	25% of cases in the DCA pool have breached	Shift Manager, call centre Operational team	Review hourly	
2g.	Two call backs (instead of the usual three) by clinical staff before stand down of "unable to contact" patients. If clinician deems appropriate, call can be stood down sooner	25% of cases in the DCA pool have breached. 45% of Urgent Care Centres booked two hours in advance. Expect to breach more than 25% of visits awaiting dispatch.	Shift Manager, call centre Operational team	Review hourly	
2h.	Ensure comfort calling of all breached and potential breached cases including failed contacts in line with SOP, including safety netting. Manage patient expectations through informing of realistic time frames	50% of cases in the DCA pool have breached. Expect to breach more than 50% of visits awaiting dispatch.	Shift Manager, call centre Operational team	Review hourly	
2i.	Operational Team to discuss and agree allocation of clinical resources to minimise breaches	All triggers	Call centre operational team	Review hourly	
2j.	Any unused available slots in Liverpool Extended Access that have not be utilised by NHS 111 Direct Booking should be utilised for OOHs appointments or Telephone Triage. (Adastra has been installed into Extended Access Sites)	All triggers	Shift Manager and EA Shift Coordinator	Review hourly	
2k	Any unused available capacity in Knowsley Extended Access should be utilised for OOHs appointments or Telephone Triage (Adastra is installed into Extended Access sites)	All triggers	Shift Manager and EA Shift Coordinator	Review hourly	

2l.	Telephony/IT issues will be managed in line with our business continuity plan	Some technical issues causing moderate impact.	Shift Manager	Review hourly	
2m.	Weather related issues will be managed in line with our business continuity plan	Some environmental issues causing moderate impact.	Shift Manager	Review hourly	

EMS LEVEL 3 - Severe Pressure Level 3 Escalation Managed by: Shift Manager, Manager on Call, Director on Call					
--	--	--	--	--	--

Action Ref	Action	Trigger / Pressure Mitigated	Responsible	Duration	Documentation & Communication Detail
3a.	Inform Manager on Call – Email/Phone contact every 1-2 hours.	All Triggers	Shift Manager	Review hourly	
3b.	Continue to protect all emergency and urgent cases	50% of cases in the DCA pool have breached. 55% of Urgent Care Centres booked two hours in advance Expect to breach more than 50% of visits awaiting dispatch.	Shift Manager, call centre Operational team	Review hourly	
3c.	Continue to protect majority of Less Urgent DCA cases by assigning 50% of available clinician resources to non-breached cases with under 5 years and over 75 years taking priority	50% of cases in the DCA pool have breached.	Shift Manager, call centre Operational team	Review hourly	
3d.	Assign 50% of available clinical resources to cases with the potential to breach or breached calls	50% of cases in the DCA pool have breached.	Shift Manager, call centre Operational team	Review hourly	
3e.	Utilise all available capacity within Extended Access services via direct booking	25% of cases in the DCA pool have breached 45% of Urgent Care Centres booked two hours in advance. Expect to breach more than 25% of visits awaiting dispatch.	Shift Manager/Shift Coordinator	Review Hourly	

3f.	Ensure comfort calling of all breached and potential breached cases including failed contacts in line with SOP, including safety netting. Manage patient expectations through informing of realistic time frames	50% of cases in the DCA pool have breached. Expect to breach more than 50% of visits awaiting dispatch.	Shift Manager, call centre Operational team	Review hourly	
3g.	Manager on Call will inform Director on call	All triggers	Manager on Call	Review hourly	
3h.	Director on call will inform CCG	All triggers	Director on Call	Review hourly	
3i.	Shift Manager to liaise with Manager on call to plan and agree attendance at main base if required to ensure all actions are in place	All triggers	Shift Manager	Review hourly	
3j.	Operational Team to discuss and agree allocation of clinical resources to minimise breaches	All triggers	Call centre operational team	Review hourly	
3k.	Any unused available slots in Liverpool Extended Access that have not be utilised by NHS 111 Direct Booking should be utilised for OOHs appointments or Telephone Triage. (Adastra has been installed into Extended Access Sites	All triggers	Shift Manager and EA Shift Coordinator	Review hourly	
3l.	Any unused available capacity in Knowsley Extended Access should be utilised for OOHs appointments or Telephone Triage (Adastra is installed into Extended Access sites)	All triggers	Shift Manager and EA Shift Coordinator	Review hourly	
3m.	Attempt to increase clinical and non-clinical staff if possible by phoning and texting staff for additional hours	All triggers	Call centre operational team	Review hourly	
3n.	Two call backs (instead of the usual three) by clinical staff before stand down of "unable to contact" patients. If clinician deems appropriate, call can be stood down sooner	50% of cases in the DCA pool have breached.	Shift Manager, Call centre operational team	Review hourly	
3o.	Telephony/IT issues will be managed in line with our business continuity plan	Some technical issues causing severe impact.	Shift Manager	Review hourly	

3p.	Weather related issues will be managed in line with our business continuity plan	Some environmental issues causing severe impact	Shift Manager	Review hourly	
EMS LEVEL 4- Extreme Pressure Level 4 Escalation Managed by: Shift Manager, Manager on Call, Director on Call					
Action Ref	Action	Trigger / Pressure Mitigated	Responsible	Duration	Documentation & Communication Detail
4a.	All level 3 actions maintained	All Triggers	Shift Manager/Manager on Call	Review hourly	
4b.	Home visits prioritised for patient who are home alone	75% of Home Visits have breached.	Shift Manager	Review hourly	
4c.	One call back by non-clinical staff before standing down of "unable to contact" patients and DNA's, sooner if clinician deems safe.	75% of cases in the DCA pool have breached.	Shift Manager	Review hourly	
4d.	Telephony/IT issues will be managed in line with our business continuity plan	Technical issues causing extreme pressure.	Shift Manager	Review hourly	
4e.	Weather related issues will be managed in line with our business continuity plan	Environmental issues causing extreme pressure	Shift Manager	Review hourly	
Supporting Actions for System Wide Pressure (Mutual Aid)					
Action Ref	Action	Trigger / Pressure Mitigated	Contact	Duration	Documentation & Communication Detail
5a.	Able to offer extended support to Acute trusts with additional Primary Care Streaming provision if appropriate prior notice is received.	Reduce ED admissions/attendances	Stacey Shields or Jay Carr		
5b.	Able to offer extended support to Primary care through additional Extended Access provision if appropriate prior notice is received.	Support primary care access	Stacey Shields or Jay Carr		

5c.	Option of extending Clinical Assessment Service if agreed with commissioners.	Reduce ED admissions/attendances	Stacey Shields or Jay Carr		
-----	---	----------------------------------	----------------------------	--	--

18. Appendix C Additional Medicines Store Information

There are three different types of drugs stored within the Medicines Management store cupboard
- Palliative, Non-Palliative and Controlled Drugs.

*Palliative and none palliative drugs are also stored in all UCC Centres and A&B bags within the med cars with additional supply of x5 A&B boxes stored in the Runcorn site and Lowe House.

Controlled Palliative drugs are locked away for security reasons and are only accessible via the medicines management store cupboard.

*Midazolam is the only drug not stored in the UCC trolleys as this is greatly used for Home visits.

Folders containing both stocks of prescriptions, handwritten and printable are pre logged and stored with the shift Managers for the week ahead.
(Mon – Fri and additional placed in on Friday for Sat/ Sunday).

If additional is required all Urgent Care Centres (UCCs) have x2 set of scripts, printable and handwritten. Extra prescriptions can be sourced from these if required. All med car safes hold x25 prescriptions.

19. Appendix D Relevant Telephone Numbers

Company/Person	Number/Reserve Number
NWAS Shift Manager (NHS 111)	01204 479311 01204 488386
NWAS Emergency Mobile Number (NHS 111)	07812 304365
Enterprise Car Hire Knotty Ash Office	0151 236 1723
Enterprise Car Hire Liverpool Queens Doc	0151 709 4999
Knowles Fleet	01206 257228
Building Custodian – Out of Hours / Emergency	0844 8791 256
Informatics Merseyside (Adastra & Liverpool EMIS system problems)	0151 296 7777 07970 342972 07973 204921
St Helens and Knowsley HIS	0151 676 5678
Adastra (Software OOH)	01233 722700
Solar (telephony issues)	0845 345 0700
Health Care Professional Line	0151 221 5835
Advanced Health and Care (Shared drive issues)	01233 722 667
Mid Mersey CCG on Call (Halton & St Helens) – ask for Mid Mersey CCG on Call Officer	0845 333 5287
North Mersey CCG on Call (Liverpool, Sefton and Knowsley) – ask for North Mersey CCG on Call Officer	0845 124 9802
Rota phone 1 Contingency number	07818 699975
Shift Managers Mobile	07393 464572
Transco	0800 111 999

20. Appendix E – Relevant Clinical Contact Details

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 if 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

21. Appendix F – Staff Skill List

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, Business Continuity, Staff Skill Mix Matrix](#)

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

22. Appendix G – Print from Continuity Tracker

STANDARD OPERATING PROCEDURE DOCUMENT

Title	Using the Service Continuity Tracker	Doc. No.	IT107
Scope	Operational Directorate		
Purpose	To ensure all Shift Managers are able to access active patient details in the event of loss of connection to Adastra.		
GUIDELINES	<p><u>Adastra</u></p> <p>Adastra is one of Primary Care 24s (PC24) main clinical systems. The purpose is to securely input, store, transfer and manage patient information. Adastra is supported by One Advanced.</p> <p><u>PC24 Continuity Tracker</u></p> <p>The continuity tracker provides the user with a list of patient details which are currently active in Adastra. The continuity tracker maintains this list in the event of loss of access to Adastra. The continuity tracker is connected to the case report printer within the Wavertree call centre and can print the case reports for all active cases. The continuity tracker is located behind the Shift Manager's desk in Wavertree HQ on a PC24 laptop.</p>		
PROCEDURE		RESPONSIBILITY	
1	The Shift Manager is to ensure that the Service Continuity Tracker Laptop remains switched on and plugged in to the network and power adaptor. The Shift Manager should regularly log in (as per step 4) to the laptop to ensure that the Service continuity tracker software is running. Failure to do this will mean that the tracker does not hold any data in the event of an incident.	Primary Care 24 Shift Manager	
2	If you have lost connection to Adastra, please follow the guidance in the business continuity action cards.	Primary Care 24 Shift Manager	
3	If you have followed the Business Continuity Plan and the connection can't be restored and you need to use the Continuity Tracker please follow the guidance below.	Primary Care 24 Shift Manager	
4	<p>When you access the laptop you will be presented with a windows logon screen. In order to access the list of patient details you will need to enter the following credentials:</p> <p>Username: logview Password: logview Domain: UC24</p> <p>These credentials should already be entered and you should only be required to enter the password, but if they are not present enter the above information.</p>	Primary Care 24 Shift Manager	
5	Once you have logged onto the Continuity Tracker Laptop, double click the shortcut Service Continuity Tracker	Primary Care 24 Shift Manager	

6	A new window will then be displayed showing the status of the patients within Adastra. There are two options on the continuity tracker Print List and Print All . Print List will print selected patients whilst print all will print all active patients. The printed case reports will come off on the case report printer in the call centre.	Primary Care 24 Shift Manager
7	If you can't print you can still use the laptop to access the patient details. If you double click the patient record you will be presented with all case demographics recorded for the patient.	Primary Care 24 Shift Manager
8	Please retain the laptop charger with you if you move the laptop and connect to the next available power source to keep the laptop running.	Primary Care 24 Shift Manager

Title	Using the Service Continuity Tracker	Doc. No.	IT107
Version	V2		
Approving Managers/Committee	Head of IT		
Date Ratified	November 2015 (Original)		
Department of Originator	Information Management and Technology		
Responsible Executive Director	Director of Service Delivery		
Responsible Manager/Support	Head of IT		
Date Issued	10/11/2015		
Review Date	September 2020 or when there is a change in the process.		
Target Audience	Clinical and Operational Staff		

Version	Date	Control Reason	Accountable Person for this Version
1	10/11/15	Original Version	J Okwu
2	05/09/19	Update version following new SCT device	M Lynas

Reference documents	Electronic Locations	Locations for Hard Copies
	Primary Care 24 Intranet / SOPs	Standard Operating Procedures File in the Call Centre.

Document Status: This is a controlled document.

Whilst this document may be printed, the electronic version maintained on the UC24 Intranet is the controlled copy. Any printed copies of the document are not controlled.

23. Appendix K – Oxygen Storage - HQ



Floor Map
indicating oxygen st