

**Drs Parnell, Dale, Albardiaz & James
Northiam & Broad Oak Surgeries**

Business Continuity Plan

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For Admin Use:			
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3.2	31/01/2024	Reviewed and amended	D Green

Attachments

Business Interruption Insurance Schedule

IT equipment list

Staff telephone numbers (for issue to Surgery Staff only)

h:/Practice Procedures etc/Premises

Flu Pandemic Plan

h:/Practice Procedures etc/Premises

Heatwave-Main Plan – 2013

h:/Practice Procedures etc/Premises

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Introduction

The purpose of this Business Continuity Plan is to provide both a first response and a framework under which the practice may be managed and continue to operate under exceptional and adverse circumstances. A copy of the practice Business Interruption Insurance policy is attached to this document. Throughout the course of any situation for which this Plan will be used, it is essential that full and regular communication with NHS Sussex ICB is maintained (see contact list).

Source Documentation

This plan includes the practice's response to some key risks which have been identified by staff. A copy of this document is kept off the premises in hard copy by the Practice Manager and at least one of the Partners, who will both also hold a hard copy on the premises where it is easily accessible in the event of an emergency. All other Partners are given a copy and copies are available to all staff. A copy of the plan will be provided to the NHS Sussex (East) Head of Emergency Preparedness, Response and Business Continuity and to the ICB's Business Manager who will be invited to comment on the plan in relation to the practice interface with other bodies for planning purposes. The document should be updated yearly and at every change in personnel, and at this time all previous versions (including electronic copies) should be destroyed.

Every staff member will hold a personal telephone number contact list listing numbers of all other staff members for emergency use. This contact list will be kept up to date, especially on changes of personnel, and will be included in each review of the Business Continuity Plan itself.

General Responsibilities

Practice Manager

Responsible for:

- Preparing and maintaining the plan;
- Reviewing the plan twice yearly or at agreed intervals;
- Updating the plan as changes occur (e.g. in personnel);
- Distributing the plan to all staff at each update;
- Holding a hard copy and an electronic copy of the plan at work and at home;
- Ensuring that patients receive up-to-date information regarding the situation by the designated means (see below);
- Liaising with the ICB and other health bodies/services.

Partners

Responsible for:

- Holding a hard copy of the plan at work and at home;
- Contributing to the plan content;
- Initiating response/recovery action as detailed below;
- Liaising with the press/media if appropriate.

1.1.1 Staff

Responsible for:

- Holding a hard copy or an electronic copy of the plan accessible from home;
- Contributing to the plan content;
- Advising the Practice Manager of changes to personal circumstances to allow the plan to be updated;

- Dealing with patient enquiries and informing other health service personnel as directed.

This plan will be distributed to the Partners and staff to hold at each update, and contributions or comments will be invited from everyone. The Partners and the Practice Manager as a collective body will be responsible for implementing the plan in the event of a recovery situation.

Cascade Procedure.

Staff will communicate with each other on a cascade system and are individually responsible for informing the staff below them in the communication hierarchy (see Communication Cascade plan). In the event of a cascade situation and the absence of a key staff member, responsibility will fall on the person above the absentee in the cascade system to inform those staff below the absentee.

IMMEDIATE RESPONSES FOLLOWING A SIGNIFICANT EVENT

Surgery Building – Long Term or Short Term Loss of Access

If the building becomes unavailable for use for any reason, suitable alternative accommodation must be identified. The practice should, when considering alternative accommodation, take into account its PCN arrangements.

The following have been identified locally as having rooms and facilities available which are suitable for temporary surgeries:

Accommodation	Telephone	Accommodation	Telephone
In the event of Northiam Surgery being unavailable		In the event of Broad Oak Surgery being unavailable	
Broad Oak Surgery	01424 882394	Northiam Surgery	01797 252244
Northiam Village Hall (Parish Council)	01797 252568	Brede Village Hall (Parish Council)	07540 562345
St Mary's Church Hall	01797 252296		

Initially, in the short term, patients should be asked to telephone the surgery number (Northiam 01797 252140, Broad Oak 01424 882394) and to listen to the pre-prepared recorded message which will give up-to-date instructions. The OOH service should be kept fully informed of the situation in order to update patients. The practice website will be kept fully updated so that those patients with access to the internet can find relevant information.

In the medium term (and depending on the severity of the incident) the practice should make the necessary arrangements with its telephone provider, Louiscomm, in order to divert the practice number to the temporary accommodation so that patients can continue to use the practice number to obtain up-to-date information.

Immediate action to be taken or considered:

- Evacuation of building if in working hours – staff to take personal belongings including house keys, mobile phones, surgery mobile phones, essential records (see below), backup tapes and contact information;
- Set the telephone system to the evacuation message (if possible);
- Remove keys from site;
- Staff to remove their cars from the car park;
- Patients to remove their cars from the car park;
- Close off the car park permanently with cones or vehicles;
- Advise staff that the cascade communication system will be initiated to keep them up-to-date;

- Ring the police and fire service if appropriate (see contact list);
- Ring the gas board and the electricity board if appropriate (see contact list);
- Ring NHS England and the ICB and speak to a senior staff members (see contact list);
- Ring clinical supplier (see contact list);
- Ring telephone service provider (see contact list);
- Ensure surgery number is still available with the suitably recorded message - re-record special message if appropriate;
- Ring alarm company;
- Post pre-prepared signs on the doors if appropriate (signs should state that the surgery is temporarily closed and patients should ring the practice telephone number for further information);
- Turn off the gas, electricity and water (electrical shutdown will affect the telephones, computers and alarms);
- Ensure building locked, close security shutters if appropriate, set alarms if electricity still available;
- Allocate a senior staff member to remain close to the site if appropriate to guide and deal with emergency vehicles, provide with a mobile phone;
- Re-convene at Emergency Control Centre location (see below);
- Instruct Royal Mail to hold all mail at the sorting office until this can be collected by a staff member (see contact list);

A contact list is at the end of this document.

Evacuation of Building and the Emergency Services.

This is in accordance with published fire orders. A nominated member of staff (two members should be nominated where possible in order to cover absences) (Sarah Clements, Practice Manager or Sheila Winton, Clinical Manager) will direct operations and the removal of equipment or records depending on the nature of the emergency. Staff will normally be instructed to return home and await further information. In the event of a bomb alert telephones and the fire bell will not be sounded and evacuation will be by word of mouth.

Establishing an Emergency Control Centre

For the purposes of emergency planning, the Partners and the Practice Manager will convene at the Broad Oak Surgery if Northiam Surgery is not available, or Northiam Surgery if Broad Oak Surgery is unavailable, as soon as possible following the event. This will be the Emergency Control Centre until suitable alternative accommodation has been arranged. A laptop or other suitable computer, printer and telephone should be made available at that location (see contact lists). Any outstanding action from the evacuation as outlined above may be taken at this time. If Northiam Surgery is unavailable the ISDN connected disc backup should be removed and taken to the Emergency Control Centre. The Senior Partner or Practice Manager should contact their IT system provider (EMIS) as soon as possible, report the situation and liaise with the support team. Alternative working systems should be provided and installed at the alternative accommodation as soon as possible.

In the event of the practice needing to move to the Emergency Control Centre, the other practice in its buddying arrangement, Sedlescombe & Westfield practice, must be informed. (see contact list).

Immediate Communication Issues

Staff should have no contact with the media and all enquiries should be referred to the nominated Partner or Practice Manager in the first instance, who may decide to issue a basic and standard

statement to prevent misrepresentation of facts. The practice should also contact the ICB's Business Manager (see contact list) who will liaise where appropriate with the local media. Once the Emergency Control Centre has been established the following should be advised of the emergency, if not previously informed:

- The emergency services
- The Out of Hours service
- If the situation arises out of normal office hours, the ICB's On-Call Head of Service
- NHS Sussex (East) Head of Emergency Preparedness, Response & Business Continuity
- The ICB Business Manager
- Staff not involved in the initial incident
- All local surgeries
- All local hospitals
- All local pharmacies
- Our insurers
- Our buddy practice Sedlescombe & Westfield practice

In the event of the practice's buddying arrangements coming into force, buddying groups should nominate one person to be responsible for communications. The phone number of the Emergency Control Centre should be given out to all of the above.

Damage Assessment

The Partners and the Practice Manager will liaise with the emergency services to conduct an immediate assessment of the situation and determine the extent and likely duration of the emergency. A decision will then be taken as to the duration of the event and the emergency steps to be taken. Staff will then be advised using the cascade system (see below). The Practice Manager will liaise with the practice insurers and other agencies to ensure that a swift and correct recovery is supported and achieved; including contact with the possible sources of alternative accommodation (see above) and with the practice's IT provider.

Communication with Patients

The practice should re-establish essential communication with patients as soon as possible via the installation of alternative IT systems at temporary accommodation, the use of recorded messages on the telephone (see point 2.7) and notices as appropriate on the practice premises. Telephone contact should be re-established as per point 2.7. The practice should also liaise with the ICB's Business Manager re: possible announcements in local media.

Loss of Computer system

Short Term Loss

For short term loss, Reception will revert to a paper-based call system and a paper record of appointments will be maintained. Clinicians will revert to paper records if available, and will implement paper notes recording individual consultations if not.

Loss of hardware should be covered by the practice insurance policy. The ICB's IT Manager should be consulted about replacement. The practice will need to contact the ICB's IT Manager (see contacts list) to arrange replacement equipment.

Long Term Loss

All data is stored in the cloud. Access to data and all systems requires a connection to the Sussex network. This can be created on any internet connection. SWS (our IT supplier) should be contacted to arrange this.

If not Primary Care Support Services (see contact list) should be contacted who will arrange the urgent supply of replacement pads.

Loss of Access to Paper Medical Records

The paper medical records are stored offsite, by Box It

Emergency Security of Non-Patient Procedural Records, Protocols, Clinical Guidelines and Information.

Where time allows the following documents should be removed off-site for possible use elsewhere:

- Paper-based medical records which have not yet been summarised in the computer record;
- Letters and correspondence from the day of the incident (these will not be included on the backup drive);
- Printed patient lists for the day's appointments and a full printed computer summary of each;
- Printed prescriptions and referral letters awaiting collection;
- Blank prescription forms;
- Prescriptions awaiting collection

Procedural records, protocols and clinical guidelines are maintained on the shared file area of the system server which is included in the daily system backup.

Essential Forms List

The practice has arranged with Sedlescombe & Westfield practice to hold an alternative supply of forms. In order to effectively recover total loss of facilities the following forms will need to be ordered.

If time allows these items should be removed from the premises in the event of an emergency:

FORM	DESCRIPTION	LOCATION
Temporary Resident Forms (completed)		Reception
Current day's un-scanned correspondence	All letters, test results,	Held in Reception
Prescriptions awaiting collection		Dispensary
CD Drug Register		Dispensary

Hardware and Software Specifications

A full specification of all IT equipment on the premises including system details and installed software is documented.

Sussex IT will provide alternative equipment once a site has been identified. The only difficult piece of equipment to source will be scanners for Dispensary.

Essential Equipment

Where time allows the following equipment should be removed off site for possible use elsewhere:

ITEM OF EQUIPMENT	LOCATION	NOTES
Emergency response kit including oxygen (be aware of gas safety issues, especially in the event of fire)	Nurse's Room	
Defibrillator	Diagnostic Room	
Wheelchair	Lobby	
Doctor's bags	Individual Consulting Rooms	
GP IPads	Individual consulting rooms	
All personal mobile phones and the surgery mobile phones	Individual personal property	
All surgery hands-free telephone receivers (these will still be useable away from the building)	None	
Contents of the CD Cupboard	Dispensary	
Vaccines from the refrigerators	Diagnostic Room/Treatment Room/Dispensary	
Nebulisers	Treatment Room	

2.7 Loss of Telephone System

2.7.1 Short Term Loss

The practice telephone supplier, Louiscomm, should be informed of the fault so that it can be investigated. Local surgeries and the practice's buddies should be contacted and advised that there is a fault and they may receive calls. Mobile phones can be used if extra outgoing lines are needed. The ICB should be informed of the fault. The website should be updated to reflect the issue

If this is out of hours and there is severe disruption then call 07623 515400. In office hours contact the Primary Care Contracting Team at sxicb-esx.sussexprimarycarecontracting@nhs.net and confirm:

- The nature of the issue
- How long it is expected to last (if known)
- Contact information
- How patients are being kept up to date

Other actions to consider:

- Inform the DOS sxib-esx.sussexdocteam@nhs.net as well as the communications team sxib-esx.sussexcomms@nhs.net to confirm if there is an alternative number for patients and if we are still accepting face-to-face appointments.
- Messaging to patients via answerphone, websites and social media.
- Look for alternative cover arrangements via the PCN or the GP federation
- Inform the CQC if the downtime is to be more than 24 hours

2.7.2 Long Term Loss

The practice should decide in advance on an alternative number to which all calls should be diverted in the event of a long term loss of the telephone system and these numbers are:

01424 882394 (if Northiam Surgery out of action)

01797 252140 (if Broad Oak Surgery out of action)

In the event of a long term loss, the practice should contact Louiscomm and ask them to liaise with BT to arrange for the practice numbers to be diverted to the alternative number. Arrangements should also be made to have the alternative practice number diverted to the OOH provider number outside practice hours.

The OOH service (see contact list) should be informed of the situation. The OOH service should be advised of the nature of the problem and provided with alternative contact numbers for the practice. However, the OOH service will not take over the running of the practice telephone number during normal surgery hours.

If the practice is moving into temporary accommodation, it should liaise with the telephone system provider to rapidly establish an alternative telephone system. All calls made to the practice number should be diverted to the previously agreed alternative numbers until the telephone system is replaced or repaired. The Emergency Control Centre number may be given as a contact number, but should not be for patient use. Patient calls would normally be directed to the temporary accommodation which can be manned by reception staff.

The telephone system is dependent upon the electricity supply, and there should be a battery back-up; however, if power is lost for a long period, telephone functionality on the premises will also be lost, and any long-standing changes will need to be effected at the exchange. If the power fails for any reason, there should be “power fail” telephone sockets in the reception office and handsets to be used if the power does fail.

Loss of Electricity Supply

In the event of a power failure within the building, the first thing to check is the main fuse box, which is situated outside the Practice Nurse’s room at Northiam & in the Reception Office at Broad Oak. If the fuse box is not the cause of the problem, the electricity provider should be contacted (UK Power Networks). The practice is reliant on electricity to power the building. In the event of a power failure, the following systems may not work:

- Computer;
- Telephone;
- Heating;
- Clinical Refrigerators (these should remain closed to retain the cold status);
- Lighting (except emergency lights);

If the power fails, the practice should review provision of all services, taking into account Health and Safety requirements. If the power is not going to be restored for a substantial period of time, arrangements should be made to transfer vaccines from the cold stores to other local surgeries

for storage, taking into account manufacturers' instructions. Computers in all parts of the building should be switched off at the sockets, to prevent damage when the power is restored. A UPS is fitted to support the system server in the case of power surges or lightning strikes. The practice has chosen not to install lightning protection conductors on the premises at the present time.

Loss of Gas Supply

In the event of a gas leak in the building (Reedswood Road only), the mains gas tap can be found in a secure box outside the Dispensary. Windows should be opened and the building evacuated. No electrical switches of any sort should be operated. Refer to Section 2.1 above for a summary of some of the procedures which may be considered. British Gas should be called. If the boiler or pumps fail call Cheesemans who have the maintenance contract (see contact list). In the event of the heating failing, electric heaters may be used. Loss of hot water may pose a problem for hand washing and cleaning of surgical instruments – the kettle should be used or alternatively a large boiler purchased from a local supplier through Rye Electrical Services. A supply of antibiotic sanitisers is stored in the Cleaner's cupboard, off the Common Room.

Incapacity of GPs

If for any reason a GP is unable to provide medical services due to incapacity or death, the CCG should be informed as soon as possible (see contact list). Absences are dealt with under the terms of the Partnership Agreement. If a Partner is incapacitated through ill health from providing medical services to the patients, the remaining Partners will cover for a period of four weeks, during which time locum cover will be sought.. Short term cover is provided internally by the Partners. A list of known locums is attached at the end of the document.

In the event of the death of one of the Partners, the ICB should be informed as a matter of urgency (see contact list). A printout of the patients registered to that Partner should be produced from the computer system, and arrangements made with the ICB 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 the deceased 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. ***The practice has at least two GPs with their own prescribing codes and prescription pads.***

Incapacity of Staff

In the event of a member of staff being incapacitated through ill health, a sickness absence schedule is in place and other members of staff cover for the absent staff member. Each staff member holds contact details for every other staff member and they will arrange their own cover. All clerical and management routine procedures are fully documented and can be found in the shared file area of the practice system (see h:\Clinical_IT\IG\ProtocolProcedLocat.xls)

Loss of Burglar Alarm

This is covered by a service contract with ADT Fire & Security who can be telephoned on the emergency number for a 4 hour response (see contact list).

Loss of Fire Alarm

There is no central fire alarm. The buildings are equipped with smoke detectors which are linked to sound in all parts of the building and to automatically close fire doors.

Loss of Water Supply

The stopcock for the water can be found in the Disabled toilet at Northiam, and under the Dispensary sink at Broad Oak. For any problems the relevant water company, South East Water, should be contacted. (see contact list).

Supplier Failure

Alternative suppliers are detailed on the contact list. Where a single supplier exists (e.g. Yellow Fever Vaccines) and the supplier is unable to deliver required supplies as expected then patients may be directed to other stockholders in the area.

Fire

This will be dealt with in accordance with standard fire orders. Thereafter the provisions as detailed in Section 2.1 above may apply depending on the nature and extent of the fire.

Flood/loss of water supply

Depending on the extent of the flood it may be necessary to implement the arrangements detailed under Section 2.1 above.

Internal Flood

In the event of an internal flood e.g. burst water pipe, the water supply should be turned off. The stopcock is situated in the Disabled toilet at Northiam and under the dispensary sink at Broad Oak. The affected section of the building should be closed and essential surgeries should be held in the available rooms.

While the water supply is off, water should be conserved. Toilet flushing should be reduced (disinfectant used rather than flushed where possible). Anti-bacterial soap (which cleans hands without the need for water) should be kept on the premises for this eventuality and should be placed beside all washbasins. Bottled water should be available for drinking.

The practice's insurers should be contacted (see contact list). Details of a local plumber should be held on the contact list, however if the leakage is part of the central heating system then this is covered by a maintenance contract with the gas servicing company which should be called as a priority (see contact list).

External Flood

In the event of an external flood the building will normally be part of a wider externally flooded area and will be closed. The procedures above relating to Loss of Building should be followed (Point 2.1 above) and in addition it will be necessary to liaise with the Environment Agency to ensure that the building is hygienically clean (overflow of drains and sewer system) prior to the building being re-opened (see contact list).

Epidemic / Pandemic

Please refer to our Buddy Epidemic/Pandemic plan and to the ICB's flu protocols.

Response to Major Incident – Accident / Terrorism

In the event of a major incident the Practice Manager will liaise with the Head of Emergency Preparedness at NHS Sussex (East) to ensure that the practice conforms and co-operates with the joint efforts being made across the region to respond to the emergency

3

Document Detail	
Document Type	MS Word
Document name	Business Continuity Plan h:Practice Procedures etc/Premises

Contact List		
Name	Contact details	Tel: Number
Surgery	Northiam Broad Oak	01797 252244 01424 882394
OOH provider	South East Health Ltd NHS 111 NHS 111 supervisors desk	03000 242424 111 0330 678 1118
Practice Manager	Sarah Clements	} see
Senior Partner	Dr Sally Parnell	} cascade
Nominated Partner	Dr Sally Parnell	} below
Emergency Control Centre	Northiam Surgery if Broad Oak unavailable Broad Oak Surgery if Northiam unavailable	01797 252244 01424 882394

Diverted call number	See Emergency Control Centre above	
NHS England – head of emer prep & resp CCG – head of emer prep	Andy Wapling Clive Mellor	07747 781066 07789 938689
IT	NHS South London CSU ICB GP IT Lead, Tony Walkden	08000 213337 01273 403643 07823 534516
Surrey & Sussex Area Team NHS England contacts EMERGENCIES	If incident occurs which results in inability to provide services during business hours Vanessa Doshi/Tina Afryle Senior Contract Mgr Kirsty Lewis Out of hours, Surrey & Sussex Area NHS England On call Manager	01293 729298 01293 729298 07795 685140 0844 822 2888 Quote NHS42
ICB contacts	East Sussex ICB's On call Director	08448 822 888 Quote 944577
Head of primary care	Fiona Kellett	
Primary Care co-comm mgr	Laurence Brice	0300 131 4382 07771 798590
Primary care co-commissioning	Louise Goatcher Emily Lau	0300 1314411 ext 770145
Senior Comms Mgr	Amisha Korla	07767 614431
Senior Comms Mgr	Rob Hustwayte	0300 1314364 0300 1314411 01273 403681 07826 918808 01273 403595 07769 282854

ESCC	Acting Dir Public Hlth Cynthia Lyons	01273 403580
Prescription Pads	Ordered on line PSCE	0333 014 2884
Primary Care Support England	PO Box 350 Darlington DL1 9QN	0333 014 2884
Health Protection Unit	For out-of-hours enquiries	0870 238 5156
Health Protection Unit	Daytime health protection enquiries	01273 403591
Buddy practice	Sedlescombe & Westfield practice Kelly Henman /Georgina Cooke	01424 751809
Police	Sussex Police	01273 475432 101
Fire Service	East Sussex Fire and Rescue Service	0303 999 1000
Fire Extinguishers	Stable Fire Protection	01233 754280 07879 996766
Gas provider	British Gas (emergency)	0800 111 999
Electricity provider	External power failure, UK Power Networks	0800 316 3105
Water provider	Business Stream	0330 123 2000
Gas servicing company	Cheesemans	01580 752623 / 07860 680631
Clinical Supplies/Waste	SRCL (supplies/collection sharps bins, yellow waste sacks)	01376 501848
Burglar Alarm company	ADT (Northiam A1804672, Broad Oak A104681) Local office	0800 144 4499 01732 587000
IT provider	EMIS (site no: 2509)	0330 024 1270
Telephone supplier	Louiscomm	0845 271 3844
Environment Agency	Flood line	0345 988 1188
Royal Mail	Customer services Royal Mail Rye	03457 740740 01797 222172
Local electrical wholesaler	C.A.F Butchers & Sons	0580 881231
Practice's insurance company	MPRS Jamie Brock - agent	01454 279910

		07502 319684
Local plumber	Robinson & Baker Heating Cheesemans Barry Hall	01424 436931 01580 752623 07973 282298
Cleaners	Industrial Cleaners Carole Garrish	01797 252566 07866 253121
Laundry	Sealclean	01732 370990
Milk Delivery	Hinxden Diary	01580 240685
Refuse collectors	JM Waste	01424 732643
Locksmith	Nick Searle	01797 252858 07747 818949

Communication Cascade		
Name	Home telephone number	Mobile telephone number
Dr S Parnell		07818 095055
Dr A Dale		07971 879349
Dr R Albardiaz		07399 808609
Dr A James		07890 560478
Practice Manager	01580 713453	07732 245717
Practice Nurse	Gay Mason	07708 282861
Other staff	See attached list	

Locum list	
Name	Telephone number
Dr Hans Van-Sloun	07712 425975
Dr James Sharp	07484 299032
Dr Selina Swan	
Dr John Gillespie	
Dr Michael Morris	07736 177775

4 References (with web hyper-links attached).

- 1 There is an NHS programme for General Practice Resilience
<https://www.england.nhs.uk/gp/gpfv/workload/resilience/>
- 2 These are the latest standards on establishing local resilience.
[Resilience Standards](#)