

# Primary Care Business Continuity Plan

*“Template Updated 5<sup>th</sup> Dec 2011”*

## Version Control

Date of Change	Changes Made	Page	Who By	Version No

***This document should be used with the supporting guidance which gives more detail and examples to help you fill the template.***

***The template is offered as a starting point for you to develop a business continuity plan that is tailored to your needs. It is not intended to be all inclusive.***

**Aim**

The aim of this pack is to assist GP practices in dealing with a Business Continuity Incident that may affect their practice.

**Introduction**

Business Continuity is the “strategic and tactical capability of the organisation to plan for and respond to incidents and business disruptions in order to continue business operations at an acceptable predefined level.

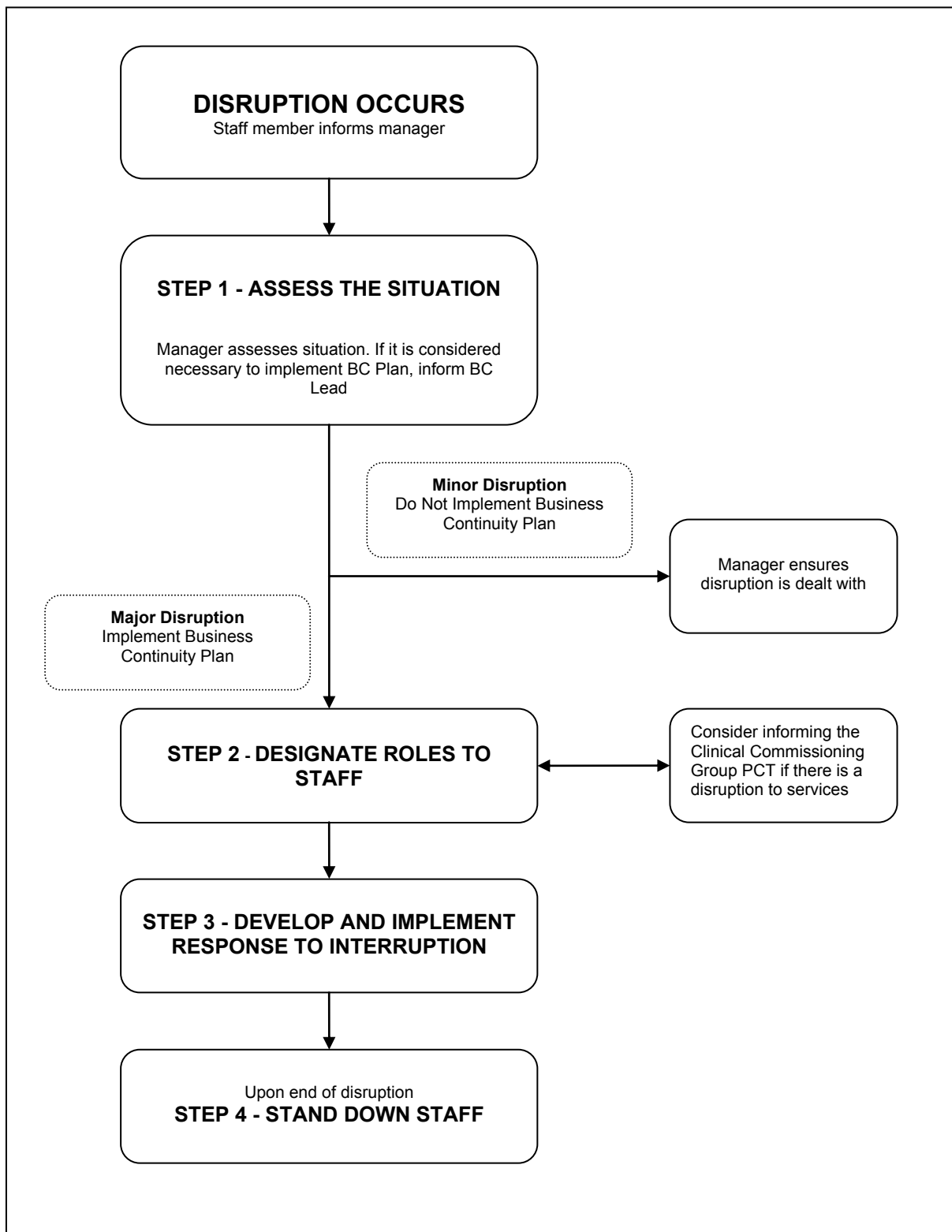
## **Sections**

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**A. Procedure for Responding to a Disruption to Business Continuity**



**B. Business Details**

<b>Name of Business</b>	
<b>Business / Contractor ID</b>	
<b>Manager</b>	
<b>Locality (e.g. Erewash)</b>	
<b>Address</b>	
<b>Postcode</b>	
<b>Business Telephone No.</b>	
<b>Emergency Telephone No.</b>	
<b>Fax No.</b>	
<b>Emergency Control Centre</b>	

**C. Principle Staff Contacts**

Position	Name	Key Holder	Contact Details		Normal Hours Worked	Regular Day Off	Next of Kin	No. of Dependents
			Mobile					
			Landline					
			Mobile					
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			Landline					

\* Dependents are children under 12 years of age and vulnerable adults

Last updated on \*\*/\*\*/\*\*\*\* (to be reviewed within 1 year of this date)

**D. Responsibilities**

**Management Structure and Management of an Incident**

*(Where possible, use job titles as opposed to names)*

<b>Responsible for Plan Maintenance:</b>	
<b>Manager of Disruptions:</b>	
<b>Manager of Major Incidents:</b>	
<b>Hard copies of the plan are held by:</b>	
<b>Electronic copies of the plan are held by:</b>	

**E. *Immediate Actions to be Taken or Considered***

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**F. Services**

**Class 1 (0-24 hrs):** Service/function which must be provided immediately or will definitely result in the loss of life, infrastructure or significant loss of revenue. Services must be maintained during recovery.

**Class 2 (24-72):** Service/function which must be provided immediately or could result in the loss of life, infrastructure or significant loss of revenue. Services will be restored as soon as capacity allows.

**Class 3 (72 hrs +):** Those services/functions that could be delayed for 1 week or more but are required in order to return to normal operation conditions and alleviate further disruption to normal conditions. Services will only be restored when other priorities have been met

Class 1: 0 to 24 hours	Minimum Staffing Level (WTE)

Class 2: 24 to 72 hours	Minimum Staffing Level (WTE)

<b>Class 3: 72 hours +</b> These functions to be monitored during the incident to assess when they need to be recovered before they or other dependant services are affected adversely.	Minimum Staffing Level (WTE)

**G. Risks to Business Continuity**

**List the hazards to the business / services below: -**

<b>Risk</b>	<b>Risk Rating</b>	<b>Actions (may be proactive and/or reactive)</b>
<b>Loss of IT</b>	L x C	
	Risk Rating =	
<b>Loss of Comms</b>	L x C	
	Risk Rating =	
<b>Loss of Electricity</b>	L x C	
	Risk Rating =	
<b>Loss of Water / Sewage</b>	L x C	
	Risk Rating =	
<b>Loss of Heating</b>	L x C	
	Risk Rating =	
<b>Fire</b>	L x C	
	Risk Rating =	
<b>Bomb Scare</b>	L x C	
	Risk Rating =	
<b>Flooding (from river)</b>	L x C	
	Risk Rating =	
<b>Water damage (from pipe failure)</b>	L x C	
	Risk Rating =	
<b>Epidemic / Pandemic</b>	L x C	
	Risk Rating =	
<b>Supplier Failure</b>	L x C	
	Risk Rating =	
<b>Staffing Problem</b>	L x C	
	Risk Rating =	

**H. Workforce**

**List key roles below: -**

<b>Staff group</b>	<b>Key roles / tasks to undertake</b>

**I. Premises**

***In the event of the loss of the building, the business will transfer services to:***

<b>Location</b>	<b>Address</b>	<b>Contact details</b>	<b>Notes / Services</b>

**J. Utilities**

*Utility company and engineer contact details can be found in appendix i.*

*The location of water shut-off, fuse box, gas switch-off, etc. is outlined in appendix ii.*

***In the event of utilities failing: -***

<b>Loss of Electricity</b>

<b>Gas Supply Problem</b>

<b>Water Supply Problem</b>


**K. Communications**

*Contact details can be found within appendix i.*

*In the event of communications failing: -*

<b>Phone System Failure</b>

<b>IT System Failure</b>

**L. Pandemic Influenza**

***Infection Control information can be found in the following section (see Section M.)***

***In the event of an Influenza Pandemic: -***

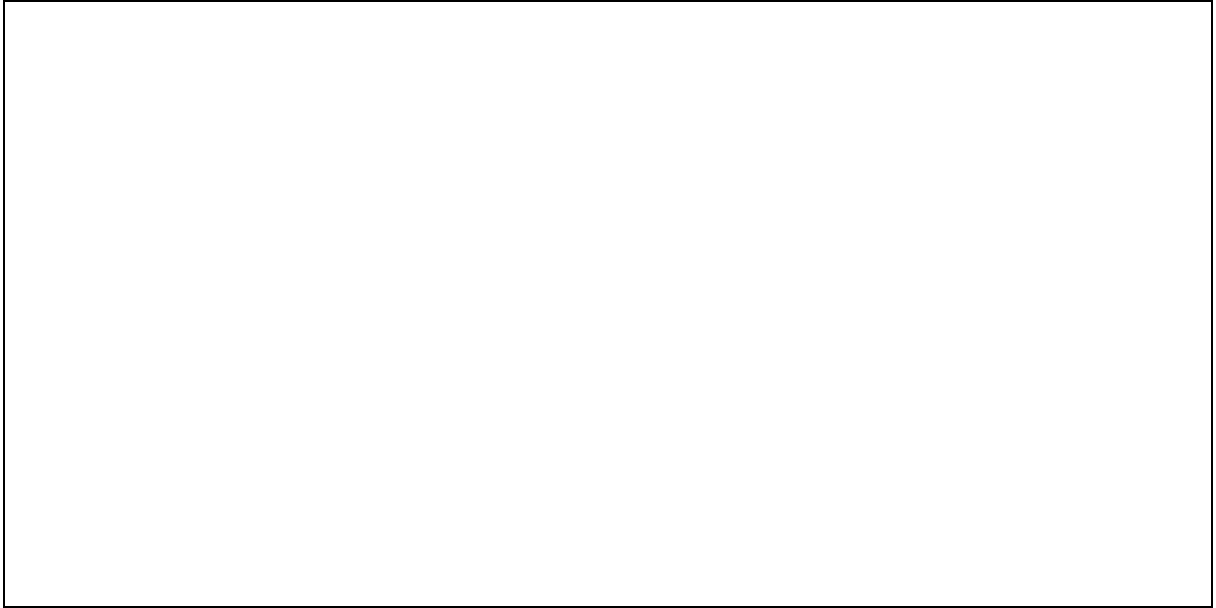




**M. Infection Control**

**Contact details can be found within appendix i.**

**In the event of an infection control issue: -**



**N. Supplies**

*Contact details for key suppliers can be found within appendix i.*

*In the event of there being a supply issue: -*

<b>Short term</b>

<b>Long term disruption</b>

## Appendix i – Useful Contacts

(Contacts listed are intended as a guide, and may be removed/edited/added to, as appropriate)

### 1. Local Organisations

Organisation	Name/Dept	Notes	Contact details
NHS Direct	Admin Line		0845 4647
Police	Derbyshire Police		999 (Emergency) 101(Non Emergency)e
PCT	Derbyshire Cluster PCT	Cardinal Square Derby	01332 888080
Local Council	Derbyshire County Council	Call Derbyshire	08456 058 058

### 2. Locality Hospitals

Hospital	Area	Notes	Contact details
Chesterfield Royal	Chesterfield	Acute	01246 277271
Royal Derby Hospital	Derby	Acute	01332 340131

### 3. Utilities

Type	Name	Notes	Contact details
Electricity			
Gas			
Water	Severn Trent Water		

### 4. IT / Communications

Type	Name	Notes	Contact details
Clinical System			
Computer Hardware			
IT support			
Telephone Provider			
Tel Maintenance			

### 5. Business Services

Type	Name	Notes	Contact details
Accountant			
Professional Organisation			
Payroll			
Solicitor			
Insurance Co.			
Post Office			
Bank			

### **6. Alarm Systems**

<b>Type</b>	<b>Name</b>	<b>Notes</b>	<b>Contact details</b>
Fire Alarm			
Burglar Alarm			

### **7. Building and General Maintenance**

<b>Type</b>	<b>Name</b>	<b>Notes</b>	<b>Contact details</b>
Electrician			
Plumber			
Joiner			
Roofer			
Builder			
Clinical Waste			
Trade Waste			
Photocopier			
Locksmith			

### **8. Suppliers**

<b>Type</b>	<b>Name</b>	<b>Notes</b>	<b>Contact details</b>
Stationary / Office Supplies			
Oxygen/Gases			
Clinical equipment			
Medical supplies			
Vaccines			
Bottled Water			
Infection Control			

### **9. Mutual Support**

**Contact details for businesses from which support is agreed: -**

<b>Business</b>	<b>Address</b>	<b>Contact Details</b>	<b>Notes / Services</b>

**Appendix ii - Location of Equipment and Utility Shut-offs**

<b>Water Shut-Off:</b>	
<b>Boiler:</b>	
<b>Fuse Box:</b>	
<b>Gas Shut-Off:</b>	
<b>Fire Alarm Panel:</b>	
<b>Electric Heaters:</b>	

## **Appendix iii - Emergency Box**

### **Emergency box**

Every practice should have an emergency box for use if main services, such as electricity, fail and all staff should know where this is kept. The contents should be decided by the practice, but would include things such as torches with spare batteries. It is possible that computers could be down so paper forms will be needed. All appropriate staff should know how to access this box and open it. Prescription pads are regarded as restricted stationery and must be locked up with restricted access, but designated people should know how to access them quickly and easily.

This box is a minimum suggested kit list to start to manage failures in service continuity within an individual practice, and needs to be modified according to local need and circumstances.

- Torch
- spare batteries
- standard phone for use with emergency line
- re-charging adaptor for mobile phone
- space blanket
- copies of the service continuity plan and the practice's pandemic flu plan
- prepared signs for surgery
- photocopied patient encounter forms (in case computers are down)
- a ream of A4 paper and writing materials for logging decisions and recording clinical treatments
- hard copy list of up-to-date key contact numbers (practice staff and relevant PCO numbers).

<b>Emergency Box Location :</b>	Under the reception desk
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<b>Equipment</b>	<b>Size/Variety</b>	<b>Quantity</b>	<b>Re-order Details/Notes</b>
Spare Keys			
Candles			
Matches			
Torch			
Spare Batteries			
Spare Bulbs			
Mobile Phone + Charger			
Alternative Network SIM			
Spare Keys/Door Codes			
Foil Blanket			
High Visibility Top			
Hazard Cordon Tape			
Stationary			
Eye Goggles			
Mask			
Rubber Gloves			
Coveralls with Hood			
Pre-prepared Signage			
Site Plan			
Map of Local Area			
BC Plan			
Insurance Details			
Walkie-Talkie		2	

### Appendix iv – Example Priority of Services

0-24 hrs	24 –72 hrs	72 hrs +
Call Handling and Prioritisation	Routine visiting	Medicines Management
Repeat Prescriptions	Patient Referral	Year End Accounts
Mail Handling	Routine Medical Consultations	QoF Organisational Indicators
Email and Fax Handling	Tax / NI	Practice Based Commissioning
Emergency Medical Consultations	Childhood Immunisation	Access
Cleaning of Practice and Consultation Ares		Contraceptive implants
Waste Disposal		Sexual Health Services
Payroll		Treatment Room Support
Anticoagulation Services		Minor Surgery
Intra-Partum Care		Flu Immunisation
Immediate Care		Alcohol Misuse
DMARD Monitoring		Specialist Depression Care
		Coronary Heart Disease
		Left Ventricular Failure
		Hypertension
		Diabetes
		Chronic Kidney Disease
		Mental Health
		Hypothyroidism
		COPD
		Stroke
		Depression
		Asthma
		Epilepsy