**Spur road surgery Business continuity plan:**

Spur road surgery needs to plan for and to respond to a number of wide ranging incidents that could affect health or patient care.

Spur road surgery ensures that it has identified core, essential services and can maintain these when faced with an increase in patients with influenza-like symptoms whilst possibly experiencing staffing disruptions arising from the outbreak.

Other incidents and emergencies could be:

* Extreme weather conditions,
* major traffic accident,
* Industrial action or loss of premises.
* Accidental/deliberate release of a Chemical Biological Radiological or Nuclear nature (CBRN)
* Incidents requiring the identification of vulnerable people
* Natural occurring emergencies – severe weather, flooding
* Major internal incidents.

Planning ahead should enable our practice to recover more quickly and continue to provide a service to the population we serve.

* Person responsible for delivering business continuity
* The local CCG guidelines and the details of who to contact at an emergency can be found under the favorite tab in each computer.

The key functions to deliver services are as follows:

**Aim:**

To ensure staff and patient safety through a co-ordinated response to building or site disruptions, thereby minimising the impact on the wider health economy.

**Objectives:**

* That building users, facilities managers and relevant contractors fully understand their role and responsibilities in the event of a building or service disruptive incident.
* That any important building information which would be useful in emergencies is produced and recorded in this document.
* That clear escalation and communication routes exist across services and organisations to inform early activation of service level business continuity plans and appropriate coordinated support at local and regional level.
* That proposed escalation and coordination arrangements mitigate the impact of any incident. Total site loss will require discussions with commissioners, insurers and other interested parties.

**Internal Plan Activation Triggers**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Incident Level** | **Description** | **Example** | **Plan Activation** | **Escalation** |
| 1 – Low level incident | This level would consist of routine building issues which can be dealt with within **business as usual** measures and will not impact upon any critical activities/services. | Leaks, spills, generic maintenance issues... | **No** | Escalation should stay within **local limits** of building users to ensure business as usual capabilities are met. |
| 2 – Moderate level incident | Loss of **non-critical activities/services** due to a minor disruption or incident which is not expected to last more than the **Recovery Time Objective (RTO)** and will not impact on critical activities/services. | Local flooding, local IT failure, telecoms disruption, localised infection disease outbreak... | **No-** is managed by the **service business continuity plan**.  **YES-** Should disrupted services require **further resource or site support**, this plan may be activated to support their response. |  |
| 3 – Significant level incident | Loss of **critical activities/services** due to a disruption or incident which has a potential to last more than the **Recovery Time Objective (RTO)** but will need the co-ordination of a senior manager. | Utility failure, damage to site, restricted access to site, partial loss of key suppliers... | **YES-** This plan will support services in their ability to continue their most critical functions by recovering the sites critical activity within the **RTO** |  |
| 4 – Extreme level incident | Loss of **critical activities/services** due to a disruption or incident which is expected to **last more than the RTO and may cause risk to patient and staff safety** | Severe weather conditions causing damage to site and access issues, complete prolonged IT or Utility failure, External Major incident... | **YES-** This plan will support services in their ability to continue their most critical functions by recovering the sites critical activity within the **RTO** |  |

Spur road surgery has a backup tape that runs every day that goes in the server called a data cartridge. It is taken out of sight every day at the end of the surgery.

In case of a major incident when the surgery becomes unavailable to work from this tape can run from any other sever from any other premises.

The cartridge will have all the data that the practice produces on a daily basis. This can then run with the link to any N3 enabled computer.

Spur road surgery has access to one such out of sight.

**Directors & Senior Managers**

The following officers of the CCG can declare an internal incident where business continuity is disrupted or at risk of disruption.

Examples of how incidents will be managed:

Direct management of major incidents will be handled by NHS England- Haringey CCG will be expected to manage any consequent ‘surge’.

**Surge Management**

Primary care issues e.g. estates problems will be handled by NHS England, NHS property services limited, independent contractors.

Out of Hours GP Services- requests for assistance

* Carry out Risk assessments of its own operation
* Prepare emergency plans
* Warn and inform the public
* Co-operate with other responders through other Local Resilience Forum
* Share information with other responders as appropriate
* Undertake a debrief and share with staff
* Assist with recovery to normal services where appropriate

**Surge management arrangements for Haringey CCG:**

Haringey subcontracts its surge management to NELCSU.

They will provide winter planning and Surge top line service plan.

**Appendix 1**

**HCCG incident reporting Form**

Incident Details:

Incident Date:

Incident Time:

Type of Incident:

|  |  |
| --- | --- |
| Location of Incident:  Description of Event:  Action taken:  Details of the effect and the affected:  Details of the incident reporter: | |
|  |  |

Spur Road Surgery woks in accordance with local Haringey CCG guidelines and have a responsibility to act according to the guidelines of its Business Continuity plan.