# Business Continuity Plan

# CKMP

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# Background

BrisDoc must ensure that the highest level of service to patients is maintained regardless of what might happen to clinical/non-clinical procedures or the infrastructure or facilities at our GP Practice.

BrisDoc views its operational model and its operational bases, in terms of core functions, for example Information Management and Technology and Patient Access, in conjunction with plans for the restoration and support of utilities and services, without which the core business functions would not be able to continue. Examples of these are: Gas, Water, Electricity, Fire alarms, Security system, IT system, Telephone / Communications, Practice Buildings Services.

The Action plans defined in this document identify the risk of events and how they will be responded to.

Plans are distributed to supporting managers and key staff as required. Copies of this document are held at the practice and centrally at BrisDoc’s Head Office and intranet GP Team Net. The plan is reviewed annually or as a result of a service change and amended and redistributed as described in the Plan Location section below.

# Introduction

The purpose of this document is to define the actions plans that need to be carried in the event of one of the following scenarios.

* Limited Fire damage, building useable
* Total Fire damage
* Flood/Storm Damage
* Theft
* Failure of utility – phone, gas, water, electricity
* Failure of server or computer network
* Heating failure in winter
* Major disease outbreak
* Non-clinical data safety
* Or other event where the building becomes unusable for a period of time

# Staff Training and Awareness

It is important that all staff members are made aware of the Plan and are familiar with the contents and their own related duties and responsibilities. The Plan should be tested by those persons who would undertake those activities if the situation being tested occurred in reality.

The test procedures should be documented and the results recorded. This is important to ensure that feedback is obtained for fine tuning the Plan. Equally, any changes or amendments to the Plan must be fully tested. Staff should also be kept abreast of such changes in so far as they affect their duties and responsibilities.

# Responsibilities

The Practice Manager has overall accountability for continuity of all service provision reporting to the Managing Director, in line with contractual requirements. Accountability for overall service continuity may be delegated to the Operations Manager or Designated Lead.

All BrisDoc Staff are responsible for contributing to service continuity in the event of a disruptive event.

BrisDoc will adopt the nationally recognised ‘operational, tactical, strategic’ command framework which corresponds to the emergency services’ ‘bronze, silver, gold’ structure as explained below.

Gold Command

Practice Manager

Silver Command

Lead Team

(or Nominated Manager)

Bronze Command

Staff on Shift

BrisDoc Supporting Resources

* Head of Transformation
* Head of Governance
* Head of Workforce and Payroll

Operational (bronze) command refers to those responsible for managing the main working elements of the response to an incident. They will act on tactical command.

This Role will be taken by all staff on shift or additional supporting resources e.g. Head of Transformation, Head of Governance or Head of Workforce and Payroll during the time of the incident as required.

Tactical (silver) command is responsible for directly managing the organisation’s response and/or health economy in response to an incident. They develop the tactical plan which will achieve the objectives set by strategic command utilising the content of this document as appropriate.

This Role will be taken by the Practice Manager or by the Designated Lead should the Practice Manager be unavailable (due to sickness, leave or training) during the time of the incident.

Strategic (gold) command has overall command of the organisations resources. They are responsible for liaising with partners to develop the strategy and policies and allocate the funding which will deal with the incident. They delegate tactical decisions to their tactical commanders.

This Role will be taken by The Practice Manager during the time of the incident.

# Information Cascade

Person identifying a disruptive incident

Practice Manager or Designated Lead

Practice Leads

BrisDoc Corporate lead

NHS Property Services

EMIS/WhatsApp pop-up message **to all**

In hours, staff will be notified as per the communications cascade detailed above:

In hours, where any member of staff becomes aware of (or the potential for) a disruptive incident this should be communicated immediately to The Practice Manager or designated lead, firstly ensuring that the incident is contained where possible and there is no risk of harm to other staff or patients. The same order of notification should be followed.

In the event of a disruptive incident occurring in hours, staff working will need to be notified of the incident and any alternative working arrangements. Any staff due to come onto shift will need to be notified of any alternative arrangements before they arrive or changes to working practices when they get to work.

Out of hours staff will be notified as per the communications cascade detailed below:

The Practice Manager is nominated as the first point of contact out of hours for any incident affecting the practice building – such as fire or flood – and will therefore be responsible for initiating the cascade. Each member of staff identified as being responsible for notifying other personnel will need to hold contact details for those for whom they are responsible. This will be done either by SMS text or phone call as necessary. All members of staff should ensure that the Practice Manager holds current contact details.

Person identifying a disruptive incident

NHS Property Services

Practice Manager or Practice Lead (Lead GP or Lead Nurse

Lead GP

GPs

Operations Manager

Lead Nurse

Nurses

Reception Staff

Admin Staff

BrisDoc Head office

Wellspring Healthy Living Centre BIC PCN

Bristol Drugs Project (BDP)

# Plan Location

This plan will be located on GP Team Net BrisDoc’s Intranet and as a hard copy in a Business Continuity Box located in the practice manager’s office on top the cupboard near the door, privately with the Practice Manager and at East Trees Medical Centre.

# Incident Reporting & Post Incident Review

Business Continuity Incidents will be reported and followed up as described in Appendix B.

# Maintaining the business continuity plan and Review

The business continuity plan is maintained by BrisDoc’s Head of Transformation in conjunction with the Practice Manager. The plans will be reviewed and signed off by the Managing Director.

Plans will be reviewed annually or as a result of an incident of change in service areas of review with include;

* Validate compliance with the Business Continuity Management policies and standards when used;
* Review the Business Continuity solutions in light of use and current service;
* Validate the organisations Business Continuity plans in light of use and current service;
* Verify that appropriate exercising and maintenance activities are taking place;
* Highlight deficiencies and issues and ensure their resolution.

# Contact Numbers for Emergency Situations in CKMP

**Kerry Mobile Number:** 0759 299 7422

**Hayley Mobile Number:** 07870636694

**EMIS CRASH** 0330 0241270 SITE NUMBER 17874

**SICK PHONE** 07501 007147 CODE:1066

**POWER CUT** 0800 678 3105 NATIONAL GRID

**PHONES** 0208 300 9495 DAISY PHONE SYSTEMS

**BUILDINGS** 08081962045 NHS PROPERTY SERVICE 24/7

**EQUIPMENT**  0117 397 0904 BRISDOC FACILITIES

**WATER DISRUPTION** 0345 7023797 BRISTOL WATER

**BRISDOC** 0117 3970904 ON ALL MAJOR ISSUES

**EMERGENCY LOCKDOWN** 999/0117 3970904 POLICE AND BRISDOC

# Action Plans

It is the responsibility of all staff on duty on the day of the incident to follow and manage the action plans as below.

Responsibilities will be assigned as described in section 4 above. Lead responsibility will be assigned to the most senior person on duty. This will normally be the Practice Manager or their assistant in their absence. If the incident relates to clinical issues and concern the lead GP or Nurse should assume responsibility.

Other staff should take instruction as necessary but should use some common sense to issues relating to health and safety and security.

Each action plan is intended to be used by the command structure as appropriate and should serve as a reference point in light of the situation that has arisen that required activation of these plans.

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| Limited Damage, Building Useable ACTION PLAN |

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| **Threat** | **Impact On**  **Organisation**  **If Threat**  **Occurs** | **Action** |
| Limited Damage, Building Usable | **Medium** | Cordon off the damaged area and re-site patient, staff areas as necessary. Consider using SMS facility if available to inform patients if there are any service- effecting issues.  Inform BrisDoc Head of Transformation if this has affected the PC’s and their use. Inform NHS property services. Inform the Insurance Company, see contacts section.  Inform Head of Primary Care Services at the CCG (contact details in Appendix A)  Reschedule booked appointments as necessary to reduce traffic into the surgery. Book home visits to accommodate frail, elderly, immediate and essential care.  Place sign outside surgery (see Appendix H) to inform patients of best access point for practice and instructions and signposting to new operational area.  BrisDoc Head of Transformation to inform Marketing to update website.  **Communications Checklist (see Appendix A for details)**   1. BrisDoc’s Head of Practice Services 2. Patients possibly via SMS using EMIS 3. BrisDoc Head of Transformation 4. Insurance Company 5. Head of Primary Care Services see contacts 6. Referring and support services Bristol Community Health |

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| Total damage, building unusable ACTION PLAN |

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| **Threat** | **Impact On**  **Organisation**  **If Threat**  **Occurs** | **Action** |
| Total damage, building unusable | **High** | The address of the main premises of CKMP is Charlotte Keel Health Centre, Seymour Road, Bristol, BS5 0UA.  If the building becomes unavailable for use for any reason:   * All staff who are already at work, together with patients and visitors, should be evacuated in line with fire procedures * Immediate arrangements must be made to occupy suitable alternative accommodation, sending home staff as appropriate * Use of practice lap tops and soft licences for incoming calls   Practice Manager or Lead Nurse/Operations Manager as appropriate to contact East Trees Medical Centre (contact details in Appendix A) regarding use of premises.  The following options have been considered, negotiated and are available to the practice to use:   * J3 meeting room for administrative staff * Clinical space in another GP practice in Bristol Inner City * Home working for e enabled personnel * Longer term, Porta cabins in the car park at Charlotte Keel Medical Practice. This would have to be agreed with NHS England, with the Council and with insurers   All staff who are still due to come in on shift must be contacted immediately to advise them:   * Whether they should proceed to Charlotte Keel Medical Practice/agreed temporary premises * Whether they should remain at home – if so, any instructions regarding home working should be relayed   As soon as it is possible to access the clinical system remotely, arrangements should be made to contact patients with outstanding appointments to either cancel them or advise them of the temporary premises as appropriate |

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| Fire Risk Assessment ACTION PLAN |

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| **Threat** | **Impact On**  **Organisation**  **If Threat**  **Occurs** | **Action** |
| **Fire** | **High** | "Y:\Health & Safety\Fire\FIRE RISK ASSESSMENT\FIRE Risk Assessment 15.8.2024.docx" |

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| Theft ACTION PLAN |

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| **Threat** | **Impact On**  **Organisation**  **If Threat**  **Occurs** | **Action** |
| **Theft** | **Low/ Medium** | Contact local police when discussed with BrisDoc.  **Communications Checklist (see Appendix A for details)**   1. Police 2. Avon SWCSU 3. Insurance Company 4. NHS Property Services 5. BrisDoc Head of Transformation 6. Full list of insurance will be held and updated by Governance Brisdoc. |

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| Phone Failure ACTION PLAN |

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| **Threat** | **Impact On**  **Organisation**  **If Threat**  **Occurs** | **Action** |
| **Phone** | **Medium** | The surgery has telephone numbers as follows:   * Reception * Practice manager direct line * Outgoing telephone triage lines     The telephone system is supplied by Daisy Telecomms telephone 0208 300 9495 with Site Code HBL11297, whilst the lines are supplied by Virgin.  It has been agreed that the following will be made available at Charlotte Keel Medical Practice in the event of a disaster:   * The use of a mobile phone (07899 981466). Make urgent call to BrisDoc who has access to phone system.   Phone lines can be diverted to another line within ½ hour by means of a call to Daisy(contact details in Appendix A):    For a short-term solution, calls to the practice can be diverted either to:   * Any alternative telephone in the surgery (see above) or to one of * The doctors’ mobile telephones * Where it is necessary to use the temporary accommodation agreed with Eastville/ other temporary premises, calls to the practice can be diverted there   In the event of a simple fault on the system:   * This should be reported to first to Virgin in case it is a problem with their lines and then to Daisy case it is a fault with the telephones in the surgery * If the fault cannot be rectified quickly, arrangements can be made with Virgin/Daisy for calls to be diverted as set out above     If the electricity supply fails:   * There is a battery back-up for the answerphone * The telephone system is dependent upon the electricity supply * There is a “power fail” telephone socket in the boiler room to be used if the power does fail * Staff will need to use their own mobiles while working from home- Daisy can reroute the lines to other numbers if needed. |
| Gas/Hot Water Failure ACTION PLAN | | |

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| **Threat** | **Impact On**  **Organisation**  **If Threat**  **Occurs** | **Action** |
| **Gas** | **Low** | Failure of gas fired heating:   * Contact NHS Property Services * The boiler supplies all the hot water as well as heating – antiseptic hand gel is available in the clinical area/storage room for hand washing etc * Electric heaters should be used as an alternative source of heat |

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| Water Failure ACTION PLAN |

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| **Threat** | **Impact On**  **Organisation**  **If Threat**  **Occurs** | **Action** |
| **Water** | **Medium** | Contact NHS Property Services/MITIE   * The stop valve for the water can be found in the main car park as you exit in the ground square manhole marked water. * Antiseptic hand gel is available in the reception and clinical rooms for hand washing etc * The toilets should be deemed out of order |

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| Electricity Failure – ACTION PLAN |

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| **Threat** | **Impact On**  **Organisation**  **If Threat**  **Occurs** | **Action** |
| **Electricity** | **Medium** | In the event of a power failure within the building:   * Check the main fuse box, which is situated In the main plant room * Contact NHS Property Services for emergency assistance * Consider cancelling all surgeries until such time as the power is restored, depending on circumstances   The following systems will not work:   * Computers * Telephones * Heating * Clinical refrigerators * Lighting * Door access * Alarm system   The computers in the consulting rooms and other parts of the building should be switched off at the sockets, to prevent damage when the power is restored, but the file server will have UPS attached and should not need to be switched off.  If the power is not going to be restored for some period of time, consideration should be given to finding alternative storage facilities for any vaccines in the refrigerators.  There are extra cool box and freezer bags to accommodate vaccines. |

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| Lighting Failure ACTION PLAN |

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| **Threat** | **Impact On**  **Organisation**  **If Threat**  **Occurs** | **Action** |
| **Lighting Failure** | **Medium** | Clinical areas have secondary forms of lighting from mains circuit. Emergency lighting exists, comes on automatically. Short term lighting, used for evacuation not carrying on clinical work.  Clinics may need to be cancelled depending upon time scale of power outage. |

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| Water or Sewage Leak ACTION PLAN |

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| **Threat** | **Impact On**  **Organisation**  **If Threat**  **Occurs** | **Action** |
| **Water or sewage Leak** | **Medium** | Should a member of staff identify a water leak, they should immediately advise (with as much detail as possible) the Practice Manager and Contact NHS Property Services for urgent help  The area should be cordoned off the area.  The Practice Manager needs to identify whether the leak is likely to cause a danger to life or power failure i.e. if near electricity  Subject to this evaluation either the Power failure or Evacuation Action Plan may need to be invoked as matter of urgency  Contact BrisDoc Head of Facilities and NHS property services  Follow Action Plan for building unusable. |

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| Heating in winter failure ACTION PLAN |

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| **Threat** | **Impact On**  **Organisation**  **If Threat**  **Occurs** | **Action** |
| **Heating Failure In Winter** | **Low/ Medium** | Borrow electric heaters from staff if possible, purchase heaters as required from local store  Contact NHS Property Services.  If severe, burst pipes eg, follow unusable plan. |

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| Evacuation ACTION PLAN |

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| **Threat** | **Impact On**  **Organisation**  **If Threat**  **Occurs** | **Action** |
| **Any incident that requires evacuation** | **Medium** | **For suspicious package:**  1. If an item is received in the mail or is found on the premises which makes you suspicious\* call the Practice Manager or CKHC security guard. If you are in any doubt about whether an item is suspicious or not, treat it as suspicious.  2. Avoid contact with the suspicious item and raise the alarm to evacuate the building.  3. Telephone the police by dialling 999. Please take the surgery mobile phone to ensure you are out of the building ASAP. You will need to explain to the police what you saw and why you think it is suspicious.  4. Any instructions given to you by the police must be relayed to the Practice Manager and followed exactly.  5. The building must not be re-entered until the police give permission for you to do so.  \* your suspicions should be aroused if the item:  - is greasy  - smells of marzipan or almonds  - has protruding wires  - is excessively heavy or thick for size  - has lopsided balance  - has a small hole that was possibly made when activating the device  - has an inner envelope that is tightly taped or tied with string  - comes from an unusual source or sender  - contains white powder  **For fire:**  1. The action employees should take if they discover a fire - Immediately operate the nearest alarm call-point. Attack the fire if possible and only if within your level of training, with appliances available, without taking personal risks provided you know what to do and have had the correct training.  2. How will people be warned if there is a fire - The electrical fire alarm system will sound on operation of the manually operated alarm call-point.  3. How the evacuation of the building will be carried out - Everyone in the building should leave the building by the nearest exit and report to the assembly point at the front of the building on Seymour Road.  4. Identification of escape routes - All exit doors can be used as escape routes.  5. Firefighting equipment provided - Fire extinguishers are located in circulation areas and near fire exit doors.  6. Duties and identity of employees with specific responsibilities in the event of fire - On hearing the alarm: All staff will usher visitors out of the building and assemble at the muster point. Fire wardens will ensure: \* Their areas are cleared of people \* The Fire Brigade is called. \* Report to the lead Fire Warden to confirm areas are clear or not \* Take the visitors book out to check all visitors are out \* Wear the high visibility vest to identify themselves as Fire Wardens \* Sick phone taken from reception on way out. \*Ensure ring call centre if there is no fire 0333 207 6606 Opt 2 \* Call NHSPS to reset alarm 0808 1962045 \* If alarm is on and no smoke or fire in zone indicated then alarm can be silenced.  7. Arrangements for the safe evacuation of people identified as being especially at risk, such as contractors, those with disabilities, members of the public and visitors. \* Visitors: The host / employee must take responsibility for any visitor they may have and ensure they leave the building by the nearest exit. \* Contractors: must be given information about fire procedures and leave the building at the nearest exit. \* People with disabilities: Specific arrangements may need to be made for those with disabilities. These arrangements may be made with the assistance of the Area Health and Safety Adviser.  8. How will the Fire Brigade and any necessary emergency services be called and who will be responsible for doing this - \* On hearing the alarm the SICK PHONE will get a call from Mitie who will ring 999 if SICK PHONE doesn’t pick up and ask for the Fire Brigade or other emergency service as appropriate. Or anyone who spots a fire. All staff are encouraged to ring 999 if they spot a fire.  9. Procedures for liaising with the Fire Brigade on arrival and notifying them of any specific risks, e.g. the location of highly flammable materials. \* Main Fire Warden or other member of the Fire Warden team will liaise with the Fire Brigade on their arrival.  10. The following arrangements and training is given to staff at the centre: \* All staff: Fire Drills once a year \* All staff: Fire briefing once a year (may be in conjunction with fire drill or on line. \* Fire Warden training: for designated fire wardens |

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| Emergency Lockdown due to Violence/Aggression ACTION PLAN |

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| **Threat** | **Impact On**  **Organisation**  **If Threat**  **Occurs** | **Action** |
| Patient /3rd party in reception threat to staff/patients/visitors/premises | **Medium** | Threat from Person in reception and staff making the decision that the patient is going to cause threat to staff, patients, premises and visitors.  Front Desk to shout to patients to leave the building  Reception Front Desk team to leave reception-lock the fire door into the back office when in the safe area and flick the switch so no other entry permitted via this door.  Screen message or Team message to all CKMP staff  Call 999-obtain police reference. If a patient add to the EMIS history of the patient  If safe to do so 2 staff to leave by the back entrance to see if staff out of the building.  Inform Brisdoc, One Care, ICB and complete PCSE immediate patient removal request |

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| Emergency Lockdown due to Violence/Aggression ACTION PLAN |

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| **Threat** | **Impact On**  **Organisation**  **If Threat**  **Occurs** | **Action** |
| Threat by telephone that patient/3rd party will come in and injure staff or damage property. | **Medium** | This is the process to follow if we receive a threat of violence on the phone whereby the patient says they are coming to the practice to cause violence to staff or property. There are 2 processes 1 with the Security Guards on site and one without.  **HOW TO LOCK DOWN THE PRACTICE IF THE SECURITY GUARD IS AVAILABLE**  Telephone Warning received.  **Process 1**  Inform Security Guards to lock the external doors.  Phone 999 and obtain Police Reference - the patient cannot be removed without this. Add into the notes. If a known patient update EMIS  Inform all staff by Teams and speak to the GP Lead and Practice Manager  Inform Security Guards to lock the doors.  If Security are not in reception follow Process 2  **Process 2**  Ayub/Security will leave keys in the top drawer in the Sirona Office for ease of use. This will prevent the need to get the keys from the outside keysafe.  KEYS STORED - Outside in the KEYSAFE code 1209.  Using automatic door control key(tiny key 75200) set door to FULL LOCK – read SOP for full details(stored in Y drive H&S violence and aggression) |

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| Failure of server, computer network or n3 service ACTION PLAN |

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| **Threat** | **Impact On**  **Organisation**  **If Threat**  **Occurs** | **Action** |
| **Failure of Server, Computer Network or N3** | **Medium** | The loss of either computer hardware or the core software must be notified immediately to NHS England and/or the CSU by the Practice Manager  NHS England-owned IT hardware, including scanners and printers etc, are not covered by the practice insurance policy, they are covered by NHS England.  The equipment and software will ultimately be replaced through NHS England/CSU  Computer back-up tapes are made daily to safeguard essential data and are kept off site by CSU.  A template for hand writing clinic notes is held in the business continuity box which can be copied.  Prescriptions will need to be hand written for a day or so and adequate prescription pads will need to be obtained from NHS England or taken from the Business Continuity Box which is kept in the practice manager’s room on a cupboard near the door. The blank scripts are locked away in the practice manager’s office and will be added into the business continuity box when needed.  \*\*\*\*Check out the new process using ACCURX and add this if we think that this is a viable replacement in the event of an emergency and to avoid loss of appointments. |

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| Major disease outbreak ACTION PLAN |

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| **Threat** | **Impact On**  **Organisation**  **If Threat**  **Occurs** | **Action** |
| **Major Disease Outbreak** | **Medium/High** | There are several problems to contend with: high demand for appointments; low staff numbers due to sickness; shortage of medical supplies due to deliveries being affected  Non urgent appointments to be cancelled, patients who report flu like symptoms should be given a telephone consultation with the GP and not asked to attend surgery.  Notices to be put on the door asking people only to attend the surgery if necessary. If they are suffering from flu like symptoms then to telephone the surgery.  Turn off E Consultation if lack of GP’s  Batch text to patients to explain situation  Pandemic box to be distributed amongst clinicians and staff i.e. Masks, aprons, alcohol gel etc. More supplies are from Brisdoc  Try to separate streams of patients by utilizing the two different floors for contagious and non-contagious symptoms.  Advise patients telephoning the practice to remain at home and arrange a clinician call back rather than inviting them into the surgery where they can spread infection.  After any infectious disease outbreak where contagious patients have attended the surgery, arrange a deep clean from our cleaning services (Contact NHS Property Services) Tel: 08081962045  [Y:\Health & Safety\Infection control](file:///Y:\Health%20&%20Safety\Infection%20control)  Call phone provider Daisy with the following message – Contact Number: 02083009495 Daisy Account: HBL11297  We are currently experiencing higher than usual incoming requests and we do currently have staff off sick. If your call is not an emergency please call tomorrow. |

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| Civil Unrest ACTION PLAN |

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| **Threat** | **Impact On**  **Organisation**  **If Threat**  **Occurs** | **Action** |
| **The threat or the fear of the threat of civil unrest on the staff and patients of CKMP** | **Medium/High** | * Public Health will engage with CKMP should any planned event be scheduled that may cause additional demands on the urgent care services in Bristol. Staff may hear of an event via Social Media and have flagged with the Lead team. * Check with the Police to ensure that the threat is known to them and if any advise is provided ensure that followed. * CKMP will be aware of the situation and risks assess the anticipated impact on the service. * Should the civil unrest be such that our staff are felt to be danger, the practice will be closed with notices put on main doors to notify service users to this effect. The cascade communication should be enacted as in the Action Plan for Limited Damage, Building Useable. * Staff will be told to leave the area and make their way home if safe to do so. Gates to be locked. * CKMP will communicate with service users / stakeholders if any significant impact expected. * Service users will be contacted via an SMS messaging campaign and posters within the surgery and on doors. * Stakeholders will be contacted via email, and telephone as appropriate. Brisdoc and ICB to be informed. * Staff to be made aware of the 5 point plan for their welfare if required. |

# Civil Unrest

INTRODUCTION

Charlotte Keel Medical Practice (CKMP) is a GP surgery with a registered list of around 20,000 patients. The GP surgery is located close to Stapleton Road, off junction 3 of the M32, Bristol. CKMP is a service under the umbrella of BrisDoc Healthcare Services Ltd who also has contracts for BNSSG Out of Hours Service (OOHS) and the GPSU (GP Support unit) in the BRI. Resilience planning is managed in conjunction with the local Public Health team, Bristol Community Health. NHS Bristol, ICB, BrisDoc and ourselves.

SCOPE

During a situation of civil unrest, CKMP would always try to support the local community in providing medical support for minor illness or injury. We also have valuable links with the local OOH Service.

OPERATIONAL PLAN

* Public Health will engage with CKMP should any planned event be scheduled that may cause additional demands on the urgent care services in Bristol.
* CKMP will be aware of the situation and risks assess the anticipated impact on the service.
* CKMP will communicate with service users / stakeholders if any significant impact expected.
* Service users will be contacted via an SMS messaging campaign and posters within the surgery and on doors.
* Stakeholders will be contacted via email, and telephone as appropriate.

ZERO TOLERANCE

CKMP will always make every effort to protect their staff. We will be happy to see service users who respect our staff and behave in a civil and respectful way. Any incidents of aggressive behaviour, whether this be physical or verbal, racial or discriminatory will be handled under our zero tolerance policy and security and / or police will be called.

Should the civil unrest be such that our staff are felt to be danger, the practice will be closed with notices put on main doors to notify service users to this effect. The cascade communication should be enacted as in the Action Plan for Limited Damage, Building Useable.

# Manual operation and data safety

There is much data necessary for the smooth running of the practice e.g. forms, standard letters, guidance and advice documents etc. Wherever possible, users should be encouraged to keep these on a ‘shared folder’ on the server rather than on individual PCs. This has the advantages of being backed up every night, being available to the user at every PC, being available to others, and still being there if their PC is replaced either at routine or breakdown replacement.

1. In the event of EMIS web access being unavailable, a backup appointment list is printed
2. These lists should be used to pull notes for the surgeries.
3. Copies of the surgery lists should be given to the session holders
4. Patients phoning in for appointments should be advised of the situation and that only patients requiring immediate and necessary care by a doctor on the day will be seen.
5. Patients wanting to book a routine appointment for a later date should be asked to call back in 48hours
6. Patients phoning in the morning requiring a same day appointment should be asked to come to the surgery to be assessed or be put on the manual telephone triage queue.
7. Reception should agree with the afternoon duty Doctor, what time patients should be told to come to the surgery and an afternoon surgery list created.
8. Patients requesting advice or a visit should be told a Doctor / Nurse will phone them back. Patient details should be recorded on the attached form and passed to a Doctor.
9. Patients attending the Surgery will be put on the surgery list as they arrive with the time of arrival and given a number ticket. The ticket number will be noted on the surgery list. When the Nurse/Doctor is ready to call a patient in they call in number ‘1’. That patient hands the Nurse/Doctor their ticket. When the consultation has finished the Nurse/Doctor will call the next number in until all patients have been seen.
10. If possible patients need to have their manual notes pulled from the patient data cupboard and given to the doctor prior to their appointment time, if needed. These need to be filed after use.
11. All manual notes need to be entered onto EMIS when up and running
12. Patients requesting a repeat prescription should be advised of the situation and be asked to call back in 48hours. Patients who insist they need their prescription earlier should have the details completed on the prescription request form, making sure a contact phone number is available. The doctor should ring the patient to discuss with patient and prepare a hand written script as necessary. Where patients already have a prescription linked in with a pharmacist under EPS, they can be directed to the pharmacist to issue items on existing scripts.

At the end of each morning all Lloyd George notes, details of phone calls and prescription requests should be returned to reception. These will be filed in date order and locked away.

When the system is repaired all contacts will be recorded from the documentation. The hard copies will be filed in the patients paper records.

# Severe Weather Procedure

**What is Inclement Weather?**

‘Inclement weather’ covers conditions such as snow, ice, fog, floods which render extremely hazardous journeys by road, by both public and private transport. ‘Extremely hazardous’ is defined as those conditions in which the police and/or appropriate motoring organisations advise people not to make unnecessary journeys or indeed travel at all.

**What if I can’t get to work because of the weather?**

If there are extreme weather conditions you are expected to make every reasonable effort to get to work, adapting your means of travel if necessary, even if this means you will arrive late. If you really are unable to attend work because of the weather conditions you must notify your line manager within one hour of your usual start time. In this case you would normally be expected to take the time as annual leave, at your request, to cover the time lost. Any exceptions to this would be at the discretion of your manager.

Please note that failure to notify an appropriate manager that you are unable to attend work would count as unauthorised absence and therefore be unpaid. You may be able to work at a Practice nearer to home or it may be possible for some staff to work from home in cases of inclement weather. These options should be discussed and agreed with your manager.

**What if the weather means I am late for work?**

If you do arrive late because of inclement weather you will not normally be expected to make up the time lost. Likewise, if you wish to leave work early because of the weather you should consult with your manager. In the case of worsening, or particularly hazardous conditions you should be able to leave work earlier than usual without having to make up any time lost. Normally all staff that attend work during such hazardous conditions, but work a shorter day than normal because of the weather, will be granted their standard day.

**What if I need to leave work early?**

Your manager will be responsible for deciding whether any request to leave early (as a result of adverse weather) is warranted, bearing in mind all available information including the home circumstances, distance to be travelled and mode of transport of the employee concerned.

In circumstances where the manager is satisfied that early release is justified, arrangements will be made for the staff member to go home as soon as practicable, ensuring that adequate cover is in place to maintain core working.

**What if the Practice is closed due to bad weather?**

In exceptional circumstances, a decision may be made by the management of CKMP or other nominated individual, to close the buildings and either send all staff home or tell them not to arrive for work. In this instance you would not be required to make up lost hours.

**What if the bad weather continues?**

The nature of this policy is to cater for initial, emergency situations. However it is recognised that in some instances bad weather may continue and other services may be affected. In this situation other policies may need to be referred to – for example if schools are closed and you need to take time off to look after your children. You should discuss your individual situation with your manager.

**What if inclement weather prevents me returning to work from a holiday destination?**

You should make contact with your manager at the earliest opportunity to let him/her know that your return to work is delayed and when your likely return date will be. On your return to work your manager will discuss with you how this leave can be best managed e.g. making up the hours, holiday, or unpaid leave

*\*\* It is acknowledged that individual circumstances will vary greatly and therefore it is unlikely that this policy will cover all eventualities. Management discretion may be necessary if there are exceptional circumstances*.

**What to do on the day**:

* Ensure all default appointments are set to embargoed for ‘on the day’ only booking.
* All reception/ admin staff to run the front desk and telephones as a priority
* Request local staff not on duty, to attend in the event of a severe crisis if possible.
* Consider any elderly / disabled patients who are due to come in and whether to reschedule their appointments
* Check with local pharmacies re opening hours and whether able to make urgent deliveries of medication to patients if needed
* Identify staff that might have a suitable vehicle (4x4) to assist others into work and/or home; or for patient visits – only if it is safe to do so.
* Check whether path lab services are running as normal
* Review weather situation at routine intervals through day. Review staffing levels and revise service provision arrangements for the afternoon session/s if needed
* Revise telephone message to advise patients of the altered surgery arrangements
* If service is to be closed early, send out a chain SMS message.
* Add a ‘newsflash’ to our website to advise patients.
* Ring South Bristol Urgent Care Centre and the BRI A&E dept to advise (see below), Brisdoc, CCG.

# Recovery Time Objective for Essential Services

In a disruptive incident (an event affecting the operation of the practice) it may not be possible to maintain/restore all activities immediately. The practice therefore needs to identify in advance what are its critical functions which must be maintained in order to ensure that resources for the response and recovery are targeted and used effectively.

In the event of a disruptive incident Charlotte Keel Medical Practice will endeavour to maintain its critical functions as listed in the ***Table below***. The practice will seek to restore all other services according to the order of priority detailed in the table. Where it is likely that services will have to be reduced or suspended, the Practice Manager will communicate this to the relevant CCG contact as listed in Appendix A.

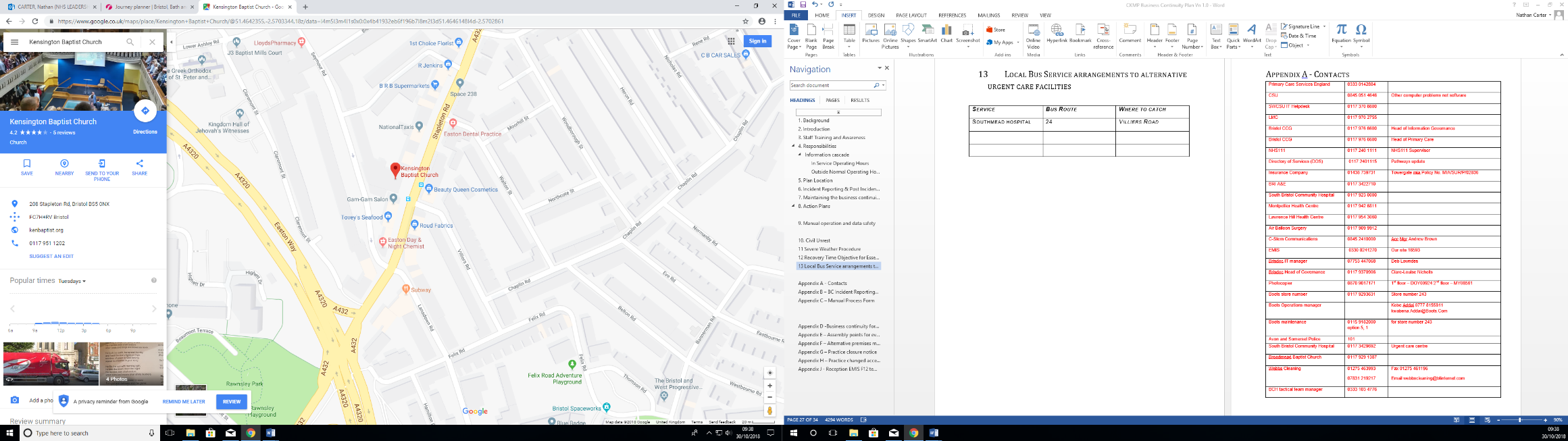
The decision to reduce or suspend services will be taken by the practice’s Incident

Management Team, in consultation with the CCG.

|  |  |  |
| --- | --- | --- |
| **Priority** | **Service** | **Recovery Time Objective** |
| H | Operations – Clinical Services comprising:   * Telephone Answering * Triage * Face-to-Face Appointment * Home Visiting | 2 hours |
| H | Information Storage | 4 hours |
| H | Clinical and staff rotas | 1 day |
| M | Legal / Contractual | 1 week |
| M | Finance | 1 week |
| M | Medicines Management | 1 day |
| L | Essential (mandatory) Training | 1 week |
| L | Alternative Premises within NHS infrastructure | 1 week[[1]](#footnote-1) |

# Local Bus Service arrangements to alternative urgent care facilities

|  |  |  |
| --- | --- | --- |
| **Service** | **Bus Route** | **Where to catch** |
| Southmead hospital | 24 | Kensington Baptist Church |



# Appendix A - Contacts

|  |  |  |
| --- | --- | --- |
| **Kerry Hall – Operations Manager** | 07592 997422 |  |
| **Hayley Fisher – Practice Manager** | 07870 636694 |  |
| **Sick Phone** | 07501 007147 | Code 1066 |
| **PHONES** | | |
| **Virgin Media Telephone Lines** | 0800 9538 801 | Press 1 for faults |
| **Daisy**  **Daisy Emergency OOH** | 02008 300 9495 | Cloud base system |
| **British Telecom Faults** | 0800 800 154 | OOH no: 0330 124 4447 |
| **UTILITIES/PREMISES** | | |
| **Electricity/Power Cut** | 0800 678 3105 | NATIONAL GRID |
| **Gas – EMERGENCY** | 0800 111 999 | NATIONAL GRID |
| **Water** | 0345 702 3797 | BRISTOL WATER |
| **Anenta – Clinical Waste** | 0330 122 2143 | CLINICAL WASTE |
| NHS Property Services HQ | 0808 196 2045 | 24/7 |
| Equipment | 0117 3970904 | BRISDOC FACILITIES |
| **BRISDOC / EMERGENCY** | | |
| **MAJOR ISSUES REPORTING** | 01173 970904 | BRISDOC |
| **EMERGENCY LOCKDOWN** | 999 / 01173 970904 | POLICE & BRISDOC |
| **BrisDoc Head of Governance** |  | Rhys Hancock |
| **BrisDoc Head of Facilities** | 0117 937 0904 | Gemma Cuff |
| **IT** | | |
| **SWCSU IT Helpdesk** | 0300 561 0550 |  |
| **EMIS Crash** | 0330 0241270 | Site Number 17874 |
|  |  |  |
| POWER OUT – call nat grid/check fridges, check comms room air con. Call NHSPS and advise if air con off as will need engineer to reprogramme.  Move ambient drugs to fridges in room 7 if they are on. Monitor temp as cannot go above 25.  If power comes back on, check air con and report if not working. Check ambient temp of drugs. Check phones and report to Bistech/ If the phones say need rebooting, in first cabinet in comms room, 2 boxes with power (juniper boxes) – press for 10 seconds until turn off. Then repress and phones should reboot | | |

# Appendix B – BC Incident Reporting & Post Incident Review

|  |  |
| --- | --- |
| Location of the incident |  |
| Date & Time of the incident |  |
| Specific Service Areas disrupted |  |
| Duration of Incident |  |
| Reported By (inc contact details) |  |
| **Incident Details.**  Summary:  Severity:  Known Causes:  Injuries/Personnel Evacuated/Infrastructure Damage/Environmental Impact/Records Damaged | |
| **Action Plans**  Immediate Actions Taken:  Actions Plans Utilised:  Resumption/Continuity Actions:  3rd Party Contacts/Involvement | |
| **DAC Incident Reporting started** | |
| **Incident Review Summary/Lesson Learnt** | |
| **Follow Up Actions/Contacts** | |
| **DAC Incident Reporting Completed** | |

# Appendix C – Manual Process Form

**DETAILS OF VISIT OR ADVICE REQUEST IN EVENT OF A SERVER FAILURE (form)**

Patient Name:

Patient DoB:

NHS number if known:

Patient Address

Patient Phone Number

Date & Time patient phoned surgery

Advice or Visit request?

Time passed to Dr and name of Dr:

Passed by:

----------------------------------------------------------------------------------------------------------------

Time Dr called patient

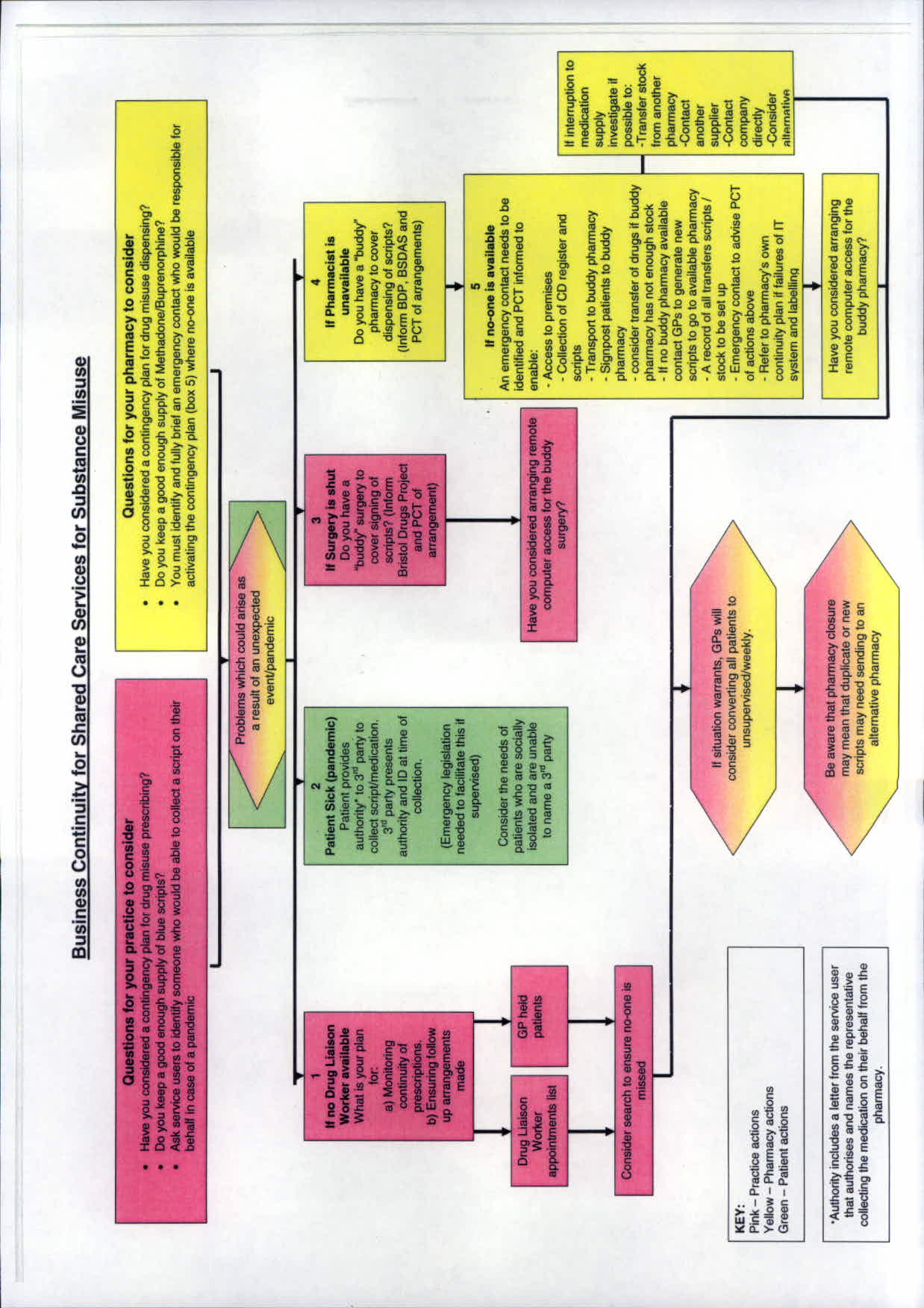
Details of consultation:

Treatment received:

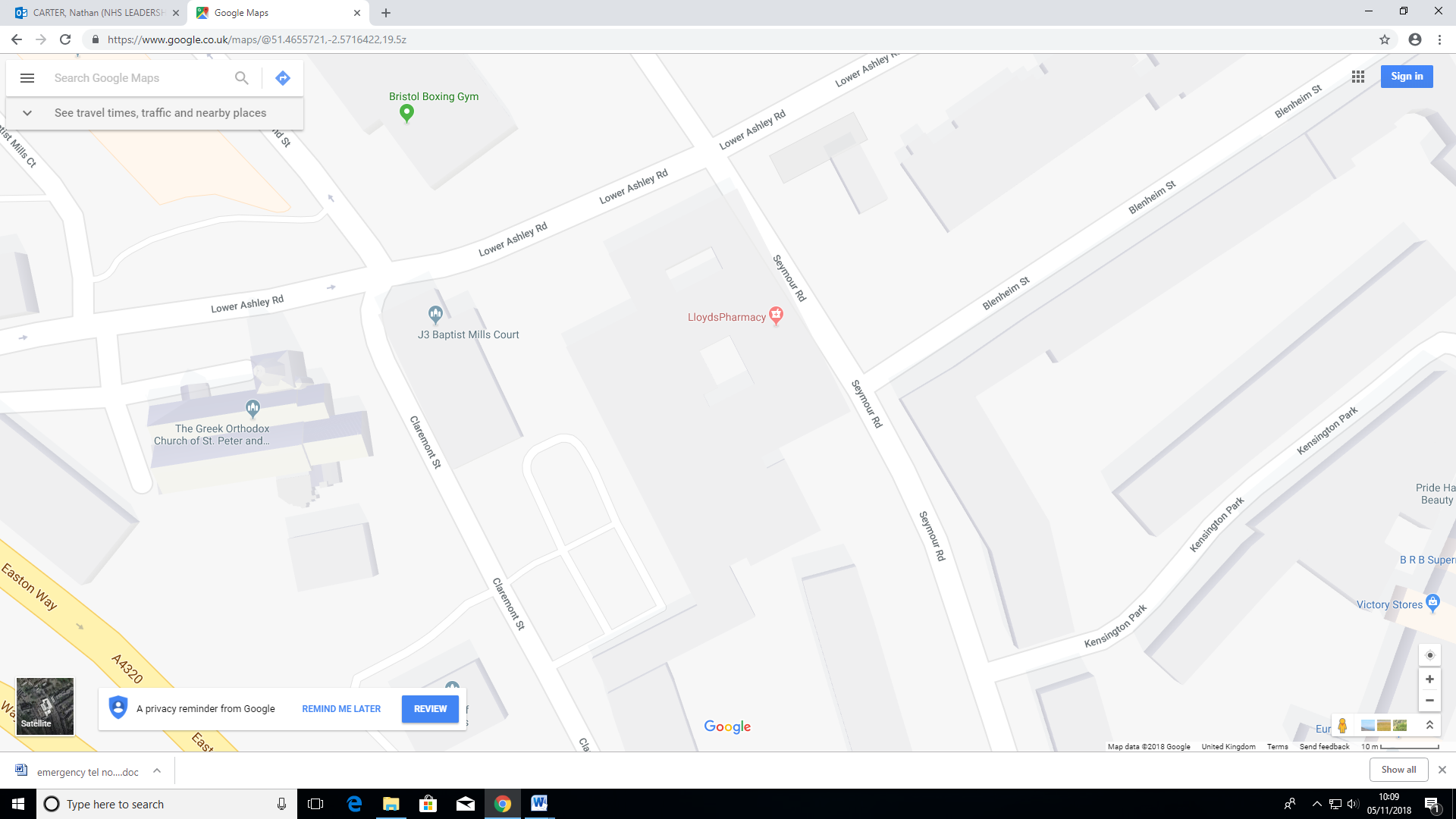
Prescription issued:

Dr name and signature:

# Appendix D -Business continuity for shared care services for substance misuse

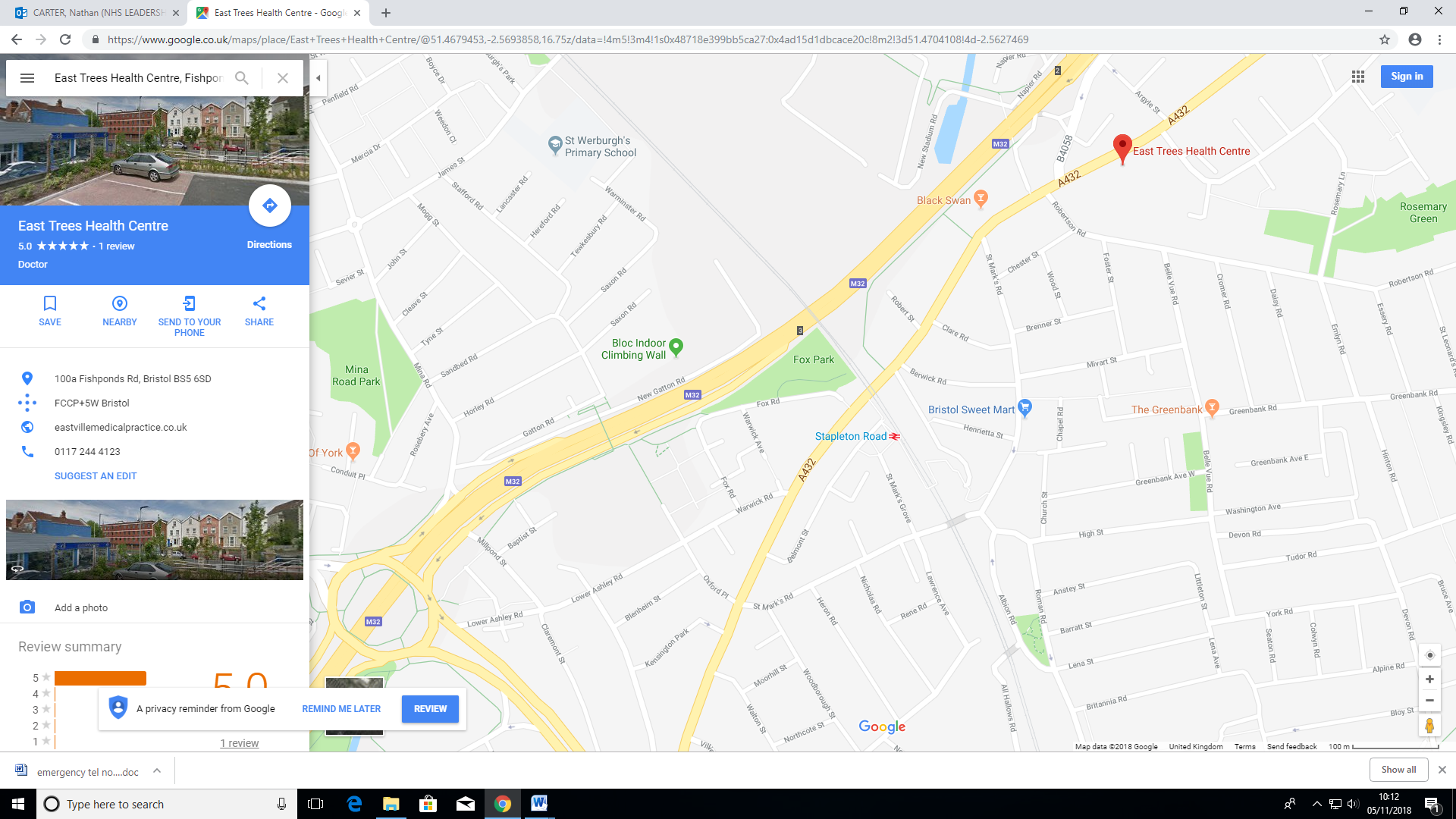


# Appendix E – Assembly points for evacuation



# 

# Appendix F – Alternative premises map



# Appendix F – Practice closure notice

Charlotte Keel Medical Centre

**TEMPORARY CLOSURE**

There has been an incident that makes it impossible to use this building.

All booked appointments are cancelled. If you have an urgent medical problem, please call 111

**Alternative Urgent Care Services:**

Bristol Royal Infirmary A&E department

South Bristol Community Hospital Hengrove

Southmead Hospital A&E department

Yate Minor Injuries Unit

# Appendix G – Practice changed access notice

Charlotte Keel Medical Centre

This entrance is temporarily closed.

Please access the Surgery using the entrance on >Seymour Road/Claremont Street<

# Appendix H – Staff List

|  |  |  |
| --- | --- | --- |
|  | **Main:0117 902 7145** |  |
| **14-Oct-24** |  |  |
|  | **NHS.net Email** | **Private Phone Number (Staff use in emergency only)** |
|  | **NOT TO BE GIVEN TO EXTERNAL PARTIES** |  |
| **Clinical Team** | **@nhs.net** |  |
|  |  |  |
|  |  |  |
| **GPs & GPRs** |  |  |
| Dr Lauren Cooper-Jones | lauren.cooper-jones | 07833 469081 |
| Dr Clemency Booth | clemency.booth1 | 07962 320198 |
| Dr Jessica Wynter-Bee | jessica.wynter-bee | 07714 423841 |
| Dr Andrea Priestley | andrea.priestley | 0790 0055262 |
| Dr Sameena Sarfaraz | s.sarfaraz | 07870 112615 |
| Dr India Wheeler | india.wheeler1 | 7917772437 |
| Dr Charlotte Rudd | [charlotte.rudd](mailto:charlotte.rudd@nhs.net) | 07825 371322 |
| Dr Emma Gardiner | emma.gardiner16 | 0796 9887082 |
| Dr Beth Winn | elizabeth.winn | 0746 9824388 |
| Dr Vishal Ram | vishal.ram | 0796 0613333 |
| Dr Kathy Brook | kathy.brook2 | 07366 838911 |
| Dr Martha Gardner | Martha.gardner |  |
| Dr Shaba Nabi | shaba.nabi1 | 07931 512334 |
| Dr Tahira Waraich | t.waraich | 0757 2866763 |
| Dr Mary Izett | mary.izett | 07809 417304 |
| Dr Raiyan Talha | r.talha | 07780 662443 |
| Dr Sophie Dickinson | sophie.dickinson4 | 07954 421880 |
| Dr Jonathan Sharp | jonathan.sharp3 | 07792 048356 |
| Dr David Garley | david.garley1 | 07541 649360 |
|  |  |  |
| **GP Locums** |  |  |
| Dr Joanna Howes (Samasuri) | joanna.howes | 0795 7228199 |
| Dr John Pike | johnpike@nhs.net | 7825670079 |
|  |  |  |
| **AHP's/NP/PA** |  |  |
| Alex Grainge | alexander.grainge1@nhs.net | 7922066224 |
| Guy Davies | guy.davies | 07999 425611 |
| Dominic Tolputt |  |  |
| Amy Chrzanowski |  |  |
|  |  |  |
| **Other HCPs** |  |  |
| Ghislaine Swinburn | g.swinburn2 | 0741 4143424 |
| Jessica Ackroyd | jessica.ackroyd | 0794 9390749 |
|  |  |  |
| **Nurse Team** |  |  |
| Angela Pym | angela.pym | 07866 440367 |
| Danielle Townsend | danielle.townsend | 07890 114617 |
| Jodie Godfrey | jodie.godfrey | 07876 450239 |
| Jaci Monk | jacimonk | 07811 691672 |
| Suzanne Fletcher | suzanne.fletcher1 | 07531 237316 |
| John Moore | johnmoore1 | 07792 556148 |
| Heather Murphy | heather.murphy2 | 07989 905084 |
| Emily Cooke | emily.cooke15 | 077102 29641 |
| Katie Westcott |  |  |
| Liz Turner |  | 07840 203021 |
| Connie Steele | connie.steele1 | 07504 026487 |
| Bethany Thomson | bethany.thomson | 07568 362505 |
| Emily Turner |  |  |
| Rachel Hiscox | rachel.hiscox1 | 07810 208663 |
| Caroline Talbot | caroline.talbot2 | 07515 274887 |
| Keely Shepherd | keely.shepherd1 | 07827 326721 |
| Nadine Everson | nadine.everson | 07794 604905 |
| Jess Rowland | jessica.rowland5 |  |
| Emily Bennett | emily.bennett15 |  |
| Rose Robinson | rose.robinson1 | 07946 424881 |
| Treatment Room 1 |  |  |
| Treatment Room 2 |  |  |
| Treatment Room 3 |  |  |
| Treatment Room 4 |  |  |
| Treatment Room 5 |  |  |
|  |  |  |
| Pharmacy Team |  |  |
| Priya Purmanan | priya.purmanan | 0771 7176729 |
| Joel Simmons | joel.simmons | 07535 544513 |
| Caitriona Joyce | caitriona.joyce | 01781 4711323 |
| Safeeya Mohamed | safeeya.mohamed | 07484 242244 |
| Ruvarashe Zvauya | r.zvauya | 07449 915187 |
| Adam Gursztyn | adam.gursztyn | 0774 5797273 |
| Simona Chitale | Simona Chitale |  |
|  |  |  |
|  |  |  |
|  | NHS.net Email (@nhs.net) |  |
| Administration Team |  |  |
| Hayley Fisher | hayley.fisher13 | 07870 636694 |
| Claudia Filipe | claudia.filipe | 07492 487152 |
| Kerry Hall | Kerry.hall9 | 07592 997422 |
| Debbie Foss | deborah.foss1 | 7725110362 |
| Dan Olver | dan.olver | 07807 791370 |
| Emma Turner (PCN) | Emma.turner76 | 07415 630717 |
| Lara Cebrian-Twist |  |  |
| David Pearce |  |  |
| Rose Robinson | rose.robinson1 |  |
| Lorna Allen | lorna.allen1 | 07767 457269 |
| Maia Gazzard | maia.wilkinson1 | 07885 534600 |
| Angela Scanlon | angela.scanlon | 07429 416082 |

|  |  |  |
| --- | --- | --- |
| Sarah Williams | sarah.williams137 | 07973 785220 |
| George Farley | george.farley | 07707 600672 |
| Rodrigo Filipe | Rodrigo.filipe |  |
| Annabel Davis | annabel.davis | 7510322863 |
| Cajsa Johnson |  |  |
| Parul Islam | parul.islam |  |
| Hibah Warraich |  |  |
| Dhaneesh Munraj | Dhaneesh.munraj |  |
|  |  |  |
| **Health Nav Team** |  |  |
| Andrew Townsend | andrew.townsend1 | 0739 9359063 |
| Harrison 'Sonny' Gazzard | sonny.gazzard | 0744 3496300 |
| Jennifer Silvera | jennifer.silvera2 | 0784 9229247 |
| Sharda Singh | sharda.singh | 0780 6520063 |
| Sharon Young | sharon.young14 | 0796 3636156 |
| Parvin Begum | parvin.begum | 0779 1487188 |
| Ayan Ali |  |  |
| Libby Willis |  |  |
| Hayley Shaw |  |  |
| Amrit Kaur | amrit.kaur9 | 0775 3361227 |
| Donna Rowntree | donna.rowntree | 0789 58744398 |
| Shelley Hawkins | Shelley.Hawkins2 | 0747 7535503 |
| Samee Baber | sam.baber |  |
| Hansraj Singh | Hansraj.singh |  |
| Jane Peters |  |  |
| Fahmida Ahmed | fahmida.ahmed1 | 0780 6665557 |
| Huda Mohammad | Huda.Mohammad-hassan |  |
| Anaxia Uthayakumar |  |  |
| Sajeeda Ahmed |  |  |
| Farjahana Hussain | Farjahana.hussain |  |
| Mathilde Harkness | mathilde.harkness |  |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |
|  | **NHS.net Email** |  |
|  | **@nhs.net** |  |

# Appendix I – SERVICE CONTRACT INFORMATION

https://www.property.nhs.uk/occupier-hub/report-a-facilities-management-issue

Report a facilities management issue

Our Customer Service Centre offers 24/7, 365 days per year help with all FM services matters. To log an urgent job which requires immediate resolution at any time of the day, please call our CSC on 0808 196 2045. For non-urgent issues use Connect, our online portal.

# Appendix J– Action Plan Tests

|  |  |  |  |
| --- | --- | --- | --- |
| **Date** | **Action Plan** | **Staff Member** | **Comments** |
|  | BCP walk through | HJF JXG DXT KLH CIF |  |
|  | Staff made aware of BCP via email | HJF |  |
|  | East Trees practice mgrs. Confirm ok to use their clinical space if needed | HJF |  |
|  | BCP folder held in PMs office | HJF |  |
|  | ALL PLT know how to contact staff have their numbers in their personal mobiles | HJF CIF KLH DXT JXG AXP STN |  |
|  | BCP review date put into main CKMP calendar as a reminder each year | HJF |  |
|  |  |  |  |
|  |  |  |  |

# Purchases Orders

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  | |  |  |  |  |  |  |
| **Purchase Orders** | **0RD778407** |  |  |  |  |  |  |
|  | **CAS1930563** |  |  |  |  |  |  |
| **Suppliers** |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |
| **Supplier** | **Goods/Services** | **New Account No.** | **BrisDoc to Create/Transfer A/C** | **Telephone No.** | **Web Site** | **Email** | **Password** |
| AAH (GSK) | Drugs | 501G31004770W | Y | 0800 221 441 | [www.aah.co.uk](http://www.aah.co.uk/) |  | 21003197B |
| AAH (MSD) | Drugs | 501G31004770W | Y | 0344 561 8899 | [www.aah.co.uk](http://www.aah.co.uk/) |  | Summer2021!! |
| Alliance | Pfizer Womens Health Products | **742544** |  | 0330 100 0448 | <https://direct.alliance-healthcare.co.uk/> | [csgpsales@alliance-healthcare.co.uk](mailto:csgpsales@alliance-healthcare.co.uk) | Summer2021!! |
| Alexandra | Uniforms - Clinical | PSU5797200 | Y | 0333 600 1111 | [www.alexandra.co.uk](http://www.alexandra.co.uk/) | [nhs.publicorders@alexandra.co.uk](mailto:nhs.publicorders@alexandra.co.uk) |  |
| BASD | GP Locum Recruitment Advertising |  | N |  | [basd.primarycareexchange.com](https://basd.primarycareexchange.com/) |  | Charlotte1 |
| Beacon Employment | Temporary Administrative Staff |  | Y | 01275 373 075 | [www.beaconemployment.co.uk](http://www.beaconemployment.co.uk/) | [hlomas@beaconemployment.co.uk](mailto:hlomas@beaconemployment.co.uk) |  |
| BHR Pharmaceuticals | Clinical Consumables | SE8070 | Y | 0247 637 7210 | [www.bhr.co.uk](http://www.bhr.co.uk/) |  |  |
| Bishop Fleming | Accounting Services |  | N | 0117 910 0250 | [www.bishopfleming.co.uk](http://www.bishopfleming.co.uk/) |  |  |
| BOC | Oxygen | 2946843 - Lifeline cylinders | Y | [0800 111333](tel:0800111333) | [www.boconlineshop.com](http://www.boconlineshop.com/) |  | Summer2020!! |
| BOC | Oxygen | 3232427 - HX cylinder |  | 0800 111333 | <https://www.boconline.co.uk/> |  | Summer2020!! |
| Booker | Refreshments |  | Y | 0117 967 9234 | [www.booker.co.uk](http://www.booker.co.uk/) |  | charlotte |
| Bristol Centre for Reproduction (BCRM) | NHS Clinical Consumables |  | N/A | 0117 414 6875 | [www.nbt.nhs.uk/bcrm](http://www.nbt.nhs.uk/bcrm) |  |  |
| Bristol End of Life Care | NHS Stationery |  | N/A | 0117 982 8315 |  | [bristolccc@nhs.net](mailto:bristolccc@nhs.net) |  |
| Central Appointments | Temporary Administrative Staff |  | Y | 0117 945 2680 | [www.central-appointments.com](http://www.central-appointments.com/) |  |  |
| CFH Docmail | Postage - Velopost |  | Y | 0176 141 0186 | [velopost.co.uk](http://velopost.co.uk/) | [philip.smisson@velopost.co.uk](mailto:philip.smisson@velopost.co.uk) |  |
| Conscious | Web-site Hosting and Maintenance |  | Y | 0117 325 0200 | [www.conscious.co.uk](http://www.conscious.co.uk/) |  |  |
| Cytology Lab | NHS Clinical Consumables |  | N/A | 0117 414 9889 / 0117 323 8338 |  | [CellularPathologyCytologyAdmin@NBT.nhs.uk](mailto:CellularPathologyCytologyAdmin@NBT.nhs.uk) | |
| CellPath |  |  |  | 01686 611333 | [www.cellpath.com](http://www.cellpath.com/) | [info@cellpath.co.uk](mailto:info@cellpath.co.uk) |  |
| Ebay | Misc |  | n/a | n/a |  |  | Charlotte1 |
| Immunology Southmead | NHS Clinical Consumables |  | N/A | 0117 414 8377 | [www.nbt.nhs.uk/severn-pathology/pathology-services](http://www.nbt.nhs.uk/severn-pathology/pathology-services) | [nbn-tr.nbtimmunology@nhs.net](mailto:nbn-tr.nbtimmunology@nhs.net) |  |
| Southmead Microbiology/Store | NHS Clinical Consumables |  | N/A | 0117 414 8406 | [www.nbt.nhs.uk/our-hospitals/southmead-hospital](http://www.nbt.nhs.uk/our-hospitals/southmead-hospital) | [PathologyConsumablesSouthmead@nbt.nhs.uk](mailto:PathologyConsumablesSouthmead@nbt.nhs.uk) | |
| Southmead Hopsital Store Room | NHS Clinical Consumables |  | N/A | 0117 414 8409 |  |  |  |
| FORMEO | NHS Drugs & Clinical Consumables |  | N/A | 0148 266 9929 | [formeo.co.uk](http://formeo.co.uk/) |  | ckeel TR |
| Gazelle | Office Furniture |  | N | 0117 955 3668 | [www.gazelleoffice.co.uk](http://www.gazelleoffice.co.uk/) |  |  |
| GP Care | HR Services |  | N | 0845 649 2100 | [www.gpcare.org.uk](http://www.gpcare.org.uk/) |  |  |
| GP Supplies | Drugs | 22975 | Y | 020 8961 5567 | [www.gpsupplies.com](http://www.gpsupplies.com/) | [sales@gpsupplies.com](mailto:sales@gpsupplies.com) | Summer2020!! |
| Haymarket | Medeconomics Online Subscription |  |  |  |  |  |  |
| Healthpay | Payroll Services |  | N |  | [www.healthpay.co.uk](http://www.healthpay.co.uk/) | [payroll@healthpay.co.uk](mailto:payroll@healthpay.co.uk) |  |
| Hillcroft Surgery Supplies | Drugs & Clinical Consumables | BRI 11 | Y | 01935 434526 | https://new.hillcroftsupplies.com/ |  | Summer2020!! |
| ICO | Data Protection Registration |  | N | 0303 123 1113 | ico.org.uk | [registration@ico.org.uk](mailto:registration@ico.org.uk) |  |
| IT Storeroom | Stationary |  |  |  |  | [kristian.bale@theitstoreroom.co.uk](mailto:kristian.bale@theitstoreroom.co.uk) |  |
| Immform | NHS Drugs & Clinical Consumables |  | N/A | 0844 376 0040 | immform.dh.gov.uk |  | [Charlotte@100](mailto:Charlotte@100) |
| Intuit | Quickbooks Accounting Software |  | N |  |  |  |  |
| Masta | Drugs |  | N/A | 0113 238 7500 | [www.masta.org](http://www.masta.org/) |  |  |
| Kent Pharma | Drugs | NHSB9007 |  | 01233 506552 | <http://www.kentpharma.co.uk/> | orders@kent-athlone.com |  |
| Medisave | Misc, including frdges |  |  |  | https://www.medisave.co.uk/ |  | Charlotte1 |
| Meltemi | Uniforms - Non-Clinical |  | Y | 01603731330 | [www.meltemi.co.uk](http://www.meltemi.co.uk/) |  | UNIFORMS16 |
| NBT | FIT Tests & Threadworm kits |  |  |  | <https://www.nbt.nhs.uk/severn-pathology/requesting/consumables-ordering> | [nbn-tr.nbtfit@nhs.net](mailto:nbn-tr.nbtfit@nhs.net) |  |
| NHS Supply Chain | COVID PPE | n/a |  | 0800 876 6802 | <https://www.ppe-portal.nhs.uk/customer/account/login/> | | Spring2022!! |
| NHS FIT tests |  |  |  |  |  | [nbn-tr.nbtfit@nhs.uk](mailto:nbn-tr.nbtfit@nhs.uk) |  |
| Novartis | Drugs |  | N/A | 0845 745 1500 | [www.novartis.co.uk](http://www.novartis.co.uk/) |  |  |
| NuMed Healthcare | Equipment & Associated Software Licences |  | Y | 0114 243 3896 / 0114 399 0010 | [www.numed.co.uk](http://www.numed.co.uk/) |  |  |
| Office Groceries | Milk Deliveries | 2926 |  | 0345 463 8863 | [www.office-groceries.com](http://www.office-groceries.com/) | [Orders@office-groceries.com](mailto:Orders@office-groceries.com) | IDQ1XPM7 |
| PCSE | NHS Stationery & NHS Clinical Consumables |  | N/A | 0117 900 2518 | [secure.pcse.england.nhs.uk/\_forms/pcsssignin.aspx?ReturnUrl=%2f\_layouts%2f15%2fAuthenticate.aspx%3fSource%3d%252F&Source=%2F](https://secure.pcse.england.nhs.uk/_forms/pcsssignin.aspx?ReturnUrl=%2f_layouts%2f15%2fAuthenticate.aspx%3fSource%3d%252F&Source=%2F) | | Summer2024! |
| Pfizer | Drugs |  | N/A | 0800 089 4033 | [www.accesspfizer.co.uk](http://www.accesspfizer.co.uk/) |  |  |
| Phoenix | Drugs | 62962 | Y | 0190 473 2580 | [www.myp-i-n.co.uk](http://www.myp-i-n.co.uk/) |  |  |
| Prep Room BRI | NHS Clinical Consumables |  | N/A | 0117 342 2573 |  | [PathologyPrep-Room@uhbristol.nhs.uk](mailto:PathologyPrep-Room@uhbristol.nhs.uk) | |
| Royal Mail | Postage - Stamps |  | Y | 0345 778 2677 | [www.royalmail.com](http://www.royalmail.com/) |  |  |
| Royal Mail | Postage - Online Postage |  |  |  | [www.royalmail.com](http://www.royalmail.com/) |  |  |
| Sanofi Pasteur / Vaxishop | Drugs including Flu | 10176002 | Y | 0800 854430 | [www.vaxishop.co.uk](http://www.vaxishop.co.uk/) |  | Spring2022!! |
| Sanofi Pasteur MSD | |  | N/A | 0800 085 5511 | [www.vaxishop.co.uk](http://www.vaxishop.co.uk/) |  | charlotte5 |
| Seqirus |  |  |  | 08457 451500 | |  |  |
| Shred-IT | Confidential Waste Bins |  | Y | 0122 589 1164 | [www.shredit.co.uk](http://www.shredit.co.uk/) |  |  |
| SRCL | First Practice Management Membership |  | N | 0333 240 4400 | [www.srcl.com](http://www.srcl.com/) |  |  |
| Survey Monkey | Online Surveys |  | N |  |  |  |  |
| Tesco | Refreshments - Practice Lunches for Training Days |  | N |  | [www.tesco.co.uk](http://www.tesco.co.uk/) |  | Charlotte5 |
| UK Mail | iMail Bulk Mailing Service |  | Y | 0247 771 1908 | [www.ukmail.com](http://www.ukmail.com/) |  |  |
| Unity | Sexual Health Literature & Consumables |  |  |  |  | **unitydistribution@UHBristol.nhs.uk** | |
| Williams | Drugs & Clinical Consumables | **CW-021141** | Y | 0168 584 6666 | [www.wms.co.uk](http://www.wms.co.uk/) |  | Summer2020!! |
| Vaxishop /Sanofi Pasteur | DRUGS | 10176002 |  |  |  |  |  |
| Virgin Media | 4 x Dedicated Telephone Lines |  | Y |  |  |  |  |
| Vodafone | Top-Up of Practice Mobile Pay-As-You-Go |  | Y |  |  |  |  |
| 123 Reg | Web-site Domain Registration |  | Y |  | [www.123-reg.co.uk](http://www.123-reg.co.uk/) |  |  |
| 4YP Health Promotion Service | Sexual Health Literature & Consumables |  | N/A | 0117 922 2290 | [www.4ypbristol.co.uk/for-professionals/resources](http://www.4ypbristol.co.uk/for-professionals/resources) | |  |
| IDIS |  |  |  |  |  |  |  |
| Outfits/media dept, Myrtle Rd | |  |  | 0117 342 5040 |  |  |  |
| Outfits | Large transport bags |  |  | 0117 414 8406 |  |  |  |

# Insurance Policies & Contact Numbers

Copy of Insurance Policies and Contact Numbers

ALL INSURANCE DOCUMENTS ARE HELD IN THE GOVERNANCE TEAM OF BRISDOC

Telephone number: 0117 9370900 / 0117 9370908

Sarah Pearce

**Governance Manager**

# Communication with Patients

How to change the telephone message, update web site in an emergency situation & contact numbers for CSU

**TELEPHONE SYSTEM ISSUES:**

Contact Number: 02083009495

Daisy Account: HBL11297

**WEB SITE UPDATES IN AN EMERGENCY SITUATION**

E Mail [andy.morrison@brisdoc.org](mailto:andy.morrison@brisdoc.org)

Andy Morrison | BrisDoc Marketing, Communications Lead & Digital Developer

**CSU 24 HOUR TELEPHONE SYSTEM**

0300 561 0550

# Revisions & Editions

|  |  |  |  |
| --- | --- | --- | --- |
| **Date** | **Reviewed and amended by** | **Revision details** | **Issue number** |
| 05/11/2018 | HJF | To replace existing CKMP partners BCP | 1.0 |
| 01/02/2020 | HJF | Annual Review | 1.1 |
| 29/03/2021 | JI/DL | Annual Review | 1.2 |
| 29/10/2021 | JI | Annual Review | 1.3 |
| 15/12/2022 | JI | Annual Review | 1.4 |
| 16/01/2023 | HF | Annual Review | 1.5 |
| 05/11/2024 | HJF | Annual Review | 1.6 |

1. Needs to be reviewed in the context of the move to new premises and the collocation with other services [↑](#footnote-ref-1)