

	Business Continuity Plan		Reviewed	
			Revised	
	Adopted	April 2021	Next review	April 2023

Business Continuity Plan

Introduction

This Business Continuity Plan is produced to overcome any unexpected disaster to the bricks and mortar of any of the sites used by Kingston GP Chambers (KGPC), key personnel or to any important systems that the organisation relies upon in its day-to-day operations.

Complete loss of a KGPC site

KGPC operates from the following buildings:

Kingston Health Centre, 10 Skerne Road, Kingston, KT2 5AD (Extended Hours, Dementia Service, administrative offices)

Surbiton Health Centre, Ewell Road, Surbiton, KT6 6EZ (Extended Hours, Dermatology, Urology, Vasectomy)

Merritt Medical Centre, 60 Merritt Gardens, Chessington, KT9 2GY (Extended Hours, Diabetes)

The Groves Medical Centre, 171 Clarence Avenue, New Malden, KT3 3TX (Diabetes)

Holmwood Corner Surgery, 134 Malden Road, KT3 6DR (Extended Hours)

The Village Surgery, 157 New Malden High Street, KT3 4BH (Kingston Education Centre, administrative offices)

Administrative services

All administrative staff have the facility to work from home, with the computer drives being available remotely to administrative staff via VNC. Should an administrative location become unavailable, where possible, staff will remain at home and log-into the system remotely and will continue with their usual working hours and role, as outlined in the Home Working policy.

Where a clinical site becomes unexpectedly unavailable, staff will take the following action:

Extended Hours:

- The Service Manager or on-call manager must be contacted immediately, and will co-ordinate the response.
- Where possible, all patients booked into an appointment with a doctor at the unavailable site, will be moved to an alternative site. Where a patient is expecting to attend for a face to face appointment, a receptionist will contact them to inform them of the change of location.
- Where patients cannot be accommodated in remaining services, the doctor who was scheduled to work from the unavailable site will travel to one of the remaining sites in order to provide additional consultations from that site.

GPwER Services:

- The Service Manager must be contacted immediately, and will co-ordinate the response.

- Where possible, all patients booked into an appointment with a doctor at the unavailable site will have their appointment converted to a telephone consultation, and will be contacted to inform them of the change. The clinician will then travel to an alternative KGPC site and carry-out the consultation from there.
- Where a patient needs a face to face appointment, they will be contacted to explain that the site is unavailable, and will be informed that they will receive an alternative appointment.

Kingston Education Centre

- The KEC Manager or Co-ordinator must be contacted immediately, and will co-ordinate the response.
- All patients booked into a KEC appointment will be booked into an Extended Hours clinic and the patient will be notified of any change of appointment time/location. Where the patient needs to be seen before the Extended Hours Service opens, they will be referred back to their registered GP.
- All students on placement at KEC on the day that the building becomes unavailable will be directed to return home and spend the day engaging in personal study, either on their own projects, or using the IPL tools which are available on the student online portal.
- A decision will be made about whether the student's placement will continue, in consultation with their university. This will depend on how long the site is likely to remain unavailable, and whether it is possible for the students to be re-located to a shadowing opportunity within a practice.

Loss of Computer system

The loss of either computer hardware or the core software is dealt with by EMIS (see contact numbers in Appendix A) for software and Your Healthcare (see Appendix A).

Loss of hardware is covered by KGPC's Insurance policy, who must be notified of lost/stolen equipment. Your Healthcare should be contacted to arrange for replacement computers to be sourced.

Where hardware or EMIS cannot be accessed, a decision will be made about whether clinical services can be carried-out in the absence of patient notes.

Where the decision is made that a clinical service can be continued without access to the clinical system, records of consultations will be made using the consultation template in Appendix B. Prescriptions will be issued using FP10 hard copies, which each site has a stock of. Use of these prescriptions will be logged as outlined in the Prescription use and storage procedure.

Where the decision is made that this is not possible, and EMIS access has only been lost at a single site, the arrangements listed under the "Complete loss of KGPC site" section should be followed.

Where hardware or EMIS access is lost across all sites, the service manager, in consultation with the General Manager, will develop a plan for repatriating all relevant patients back to their registered practice. The CCG will also be informed of the suspension of services.

Short notice unavailability of GPs and receptionists

If an Extended Hours and KEC GP or receptionist cancels their booked session at short notice, the Extended Hours Service cancellation plan in Appendix C should be followed.

If a GPwER GP is unavailable at short notice, all patient should be contacted to have their appointment re-scheduled to the soonest possible date.

Loss of Telephone System

The telephone system is maintained by VTSL (see contact numbers).

In the event of a fault on the system, it should be reported to VTSL.

If the fault cannot be rectified quickly, arrangements can be made with VTSL for calls to be transferred to staff and doctors' mobile telephones.

Loss of premises amenities

Each site has an individual business continuity plan, put in place by the host practice. These are saved in Appendix D.

Appendix A

	Name of supplier / contact	Contact number	Our Account No.
Software Supplier	EMIS	08451222333	28476
Hardware Supplier	Yourhealthcare / IT helpdesk	08448944044	
Telecommunications	VTSL	0333 405 0000	
NHS England – South London Team		NHS England – South London Team Southside 105 Victoria Street London SW1E 6QT For general enquiries nhs.cb.lon-sth- PCC@nhs.net 020 7932 1979	H84061
Insurance Company			
Key staff members			
Penny Williams	General Manager	07812 079 191	
Ann Cox	Deputy General Manager	07801 057 821	
Chris Warren	IT Manager	07533 789 337	
Marguerite McGrath	HR Manager	07875 046 144	
Laura Langton	Extended Hours Manager	07712 654 150	
Natalie Cosgrove	Extended Hours Administrator	07717 206 449	
Liz Klein	GPwER Administrator	07824 705 609	
Nick Cornish	KEC Supervisor	07951 928 299	
Nicole Lentini	Minor Illness Receptionist	07368 208 505	

Appendix B



**Kingston Health Centre - BUSINESS CONTINUITY
PATIENT CONSULTATION TEMPLATE**

Clinician: Signature:

Patient Surname: Forename: DOB:

Date: Time seen: Duration:

Presenting problem

Advice Given

Medication issued

Drug:	Quantity:	Dose:
<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>

Serial number of FP10 prescription issued:

Follow Up? Yes No If yes, when?

Date consultation entered onto EMIS and sent to registered GP:

Name:

Signature:

Please continue overleaf as necessary.....

Appendix C

Staff cancellation plan Extended Access and KEC Services

GPs

Cancellation in advance (4 days or more)

In the event of a GP cancelling a session, the Service Manager will send out an email to all other GPs working in the service via RotaMaster advertising the shift.

Cancellation at short notice (3 days or less)

A message will be sent out to all GPs working in the service via RotaMaster and via email advertising the shift as soon as the cancellation comes in. Regular GPs who are flexible and help out when short staffed will also be contacted by phone (list of contact details of regular GPs listed below).

Cancellation on the day (weekdays)

Where a GP cancels their evening session on the day (e.g. due to sickness), efforts will be made to find a replacement (using the process above). A block will be issued to the EMIS booking system for appointments at the site in question until a replacement can be found. Where no replacement can be found, the service will be cancelled. Any patients already booked into the service will have their appointment transferred to an alternative service, and the patient will be informed of the change.

Where a GP cancels their KEC session on the day (or with very short notice on the previous day), the KEC supervisor will contact GPs on the list of regular GPs (listed below). Where no replacement can be found, the KEC supervisor will contact local practices to ask whether they can accommodate a student for the day, and students will be redeployed to any practices that agree. Where no alternative placement can be found, students will be instructed to undertake private study using the IPL resources on the online student portal.

Cancellation on the day (weekends)

The oncall manager should be contacted by the GP who is cancelling the shift.

The manager will call and inform receptionist on duty, who will put the EMIS session on hold. A text message via RotaMaster will be sent to check availability of all GPs. This should have the on-call manager's name and contact details on.

- ❖ If cover cannot be arranged, the following should take place for each site:

Kingston Health Centre

Where patients are being routinely seen face to face:

If the Saturday morning GP cancels, the building will remain open for other services to run and for patients to be able to walk in and book appointments in the service.

Where consultations are being carried-out remotely:

If the Saturday morning GP cancels, the building will remain open for other services to run and for receptionists to take phone calls (booking patients into appointments at other Extended Hours sites).

If the afternoon GP cancels, the building will close at 3pm with the receptionist on site working until 5pm. There will be a sign on the door to inform patients along with the contact details to allow them to book an appointment. Any patients already booked will need to be contacted and moved to other hub sites.

Surbiton Health Centre

Receptionists will stay on site until 8pm to answer phones and deal with any patients who walk in. Staff will continue to book appointments at other Hub sites. Any patients already booked will need to be contacted and moved to other hub sites.

Merritt Medical Centre

Receptionists will not be required to work until 2pm. They can leave at 11am to allow for any walk-in patients to be redirected and for any pre-booked patents to be rescheduled. The building will close after the WAC staff leave. There will be a sign on the door to inform patients along with the service contact details to book an appointment.

Holmwood Corner Surgery



Receptionists will not be required to work until 2pm. They can leave at 11am to allow for any walk-in patients to be redirected and for any pre-booked patents to be rescheduled. The building will close after the WAC staff leave. There will be a sign on the door to inform patients along with the service contact details to book an appointment.

Receptionists

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Appendix D

Site-specific business continuity plans:

Surbiton Health Centre	 Emergency-Business Continuity Plan SH
Kingston Health Centre	 2018 Disaster Recovery Plan - KHC.
Merritt Medical Centre	Requested
Holmwood Corner	Requested
The Village	