

Northumberland, Tyne and Wear NHS Foundation Trust

Board of Directors Meeting

Meeting Date: 28 June 2017

Title and Author of Paper: Director of Emergency Preparedness, Resilience and Response (EPRR) Update. Andy Hindhaugh, Resilience Lead

Executive Lead: Gary O'Hare, Executive Director of Nursing and Chief Operating Officer

Paper for Debate, Decision or Information: Information

Key Points to Note:

- Significant Incidents
- Industrial Action Audit
- Business Continuity
- Winter 2016/17
- On call information booklet
- Exercises
- Training
- Meetings

Risks Highlighted to Board: None.

Does this affect any Board Assurance Framework/Corporate Risks? No

Please state Yes or No

If Yes please outline

Equal Opportunities, Legal and Other Implications: None

Outcome Required: For information

Link to Policies and Strategies: NTW(O) 08 - Emergency Preparedness, Resilience and Response Policy

Director of Emergency Preparedness, Resilience and Response Report

28 June 2017

1. Introduction

This report is an update to the Annual Emergency Preparedness, Resilience and Response Report (EPRR), providing information for the period October 2016 to June 2017.

2. Significant Incidents

On 3 March 2017, a connecting joint on a pipe in the ceiling of the Bamburgh Clinic failed, flooding the Shared Therapy space between Aidan and Cuthbert wards with hot water and steam. Fortunately, there were no patients or staff in the area at the time of the incident.

Had it not been for the quick intervention of staff from the Bamburgh Clinic, Estates, Facilities and the Fire and Rescue Service, the impact of the incident could have been much worse. An After Action Review has taken place to identify what went well and what can be learnt from the incident.

On Friday 12 May 2017, a cyber-attack affected a wide range of NHS Trusts and IT systems. The attack used WannaCry ransomware, which is a virus that is able to bypass anti-virus systems. This then encrypts files and prompts the user with a ransom demand, a countdown timer and Bitcoin wallet to pay the ransom.

The attack was not specifically targeted at the NHS and affected a wide range of organisations across the world. Due to the early intervention of the Informatics Department, NTW were not directly affected. However, measures to protect the Trust were implemented which included disconnecting IT links to other Trust sites.

The incident lasted across the weekend, with some systems being unavailable into the following week. Teleconferences and assurance processes with NHS England remained in place until 17 May. An internal debrief meeting was held on 17 May to review the Trust response to the incident and identify lessons learned to be taken forward.

3. Industrial Action Audit

During October 2016, Internal Audit undertook a review of the Trust Industrial Action plan and arrangements implemented during the Junior Doctor's Industrial Action earlier in the year. The audit provided significant assurance that the Trust plan. Two findings were identified during the audit to improve the arrangements for industrial action:

Finding	Action Taken
Assessment and recording of risk during the planning stages of industrial action.	This has been added to the contingency plan for industrial action.
Availability of the Industrial Action contingency plan to all staff.	The plan has been converted to Practice Guidance Note format and is going through the ratification process to be part of the EPPR policy, which is available on the Trust intranet.

4. Business Continuity

All registered clinical services now have a Business Continuity Plan in place. A system has also been developed to identify when plans are due for annual review.

5. Winter 2016/17

The Trust provided assurances to local A&E Delivery Boards in November 2016 around preparedness for winter. This included the Trust Winter Contingency Plan and responses to questions around staffing capacity, flexibility and financial risks associated with this. No issues were raised in relation to NTW services.

A winter debrief and forward view event was held on 6 June 2017, hosted by North of England Commissioning Support (NECS) on behalf of Clinical Commissioning Groups and NHS England.

6. On Call Information Booklet

The On Call booklet was relaunched in April 2017 and provides Directors and Senior Managers with information to assist in the response to key situations which may arise out of hours. This includes operational issues such as Safeguarding and approval of Mechanical Restraint Equipment, as well as processes for escalating Major Incidents to NHS England.

7. Exercises

Table top exercises have been held with the Forensics Service in January 2017 and Wear Recovery in May 2017. A range of scenarios were used to test the Business Continuity Plans for these services and identify any areas of development.

A live exercise was held in February 2017 to test the setup of Meadow View as a potential decant facility for the Trust. A business case has now been developed to consider the options and costs associated with maintaining Meadow View in readiness for use as a decant facility.

A communications exercise was held in May 2017 to test the contact details and availability of their Business Continuity Plans. Over 80% of services responded within the exercise timescale and work is taking place with the remaining services to ensure that all staff know how to access their plan.

8. Training

NHS England Core Standards for Emergency Preparedness require that senior managers can demonstrate that they have undertaken training for responding to Major Incidents, especially those who are on call.

On 2 March 2017, a training session was delivered to the Corporate Decisions Team by the Trust Resilience Lead. This included a briefing on the role of CCGs and NHS England during a Major Incident.

Two exercise scenarios were also tested during the session; the first looked at the identification of vulnerable persons during a Major Incident and the second sought to identify key assurances that Directors on call would require should a ward need to be evacuated.

9. Meetings

Within the Trust, the Strategic Emergency Preparedness, Resilience and Response Group meet quarterly, chaired by the Executive Director of Nursing and Operations. The group met twice in the reporting period.

The new Operational EPRR Group held its first meeting in November 2016, following the merger of the North and South Locality EPRR Groups. Membership of this group will be reviewed once the Operational Management restructure has taken place.

Andy Hindhaugh, Resilience Lead
June 2017