

Peninsula Medical Practice

Business continuity plan

The Health Centre
GRANGE OVER SANDS
LA11 7DJ

Fairfield Surgery
FLOOKBURGH
LA11 7JY



v2.0

January 2019

Introduction

It is not possible to plan for all eventualities, however, certain scenarios are predictable and forward planning can help us to mitigate their consequences as quickly as possible.

Temporary loss of access to a surgery site

If one of the surgeries cannot be used (failure of utility services, fire etc..) then we will relocate all of our clinical services to the other surgery site.

Cumbria IT are to be contacted to update the phone message to say which surgery is open. One member of staff is to remain at / outside the affected surgery (if safe to do so) to explain situation to patients and redirect them to our alternative surgery.

If the situation is going to be prolonged (weeks) notification using Radio Cumbria, Barrow Evening Mail, and the Westmorland Gazette should be considered.

Temporary loss of a support service to a site

If any utility is lost to a site then treat as loss of access to the site.

If electronic voice communications are lost; contact Cumbria IT and arrange re-direction of calls to standby mobiles held by Business Partner.

If access to the internet is lost affecting EMISWeb establish temporary site access using standby 4G dongle held by Business Partner.

Temporary reduction in numbers of staff available

The practice managers hold a list of available recently retired practice admin and clerical staff and details of local locums who we have clearance / suitability information for, and can be called in at short notice.

Prescribing

All prescribing is ordinarily done using electronic pharmacy links. If these are lost one handwritten prescription pad is retained in secure storage at each surgery to provide a temporary service.

If it is necessary to use these pads please inform the pharmacies at Flookburgh and Grange to ensure that they do not raise an alarm regarding suspicious prescription use.

External support

For any bigger loss of services then mutual aid arrangements with neighbouring practices need to be invoked with support from NHSE.

1st January 2019

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