



Tovey Little Dental Centre Emergency and business continuity plan

1. Introduction

Business continuity management (BCM) is more than just simply possessing a plan. The business continuity institute highlights five key stages:

- Understand your business
- Consider the relevant business continuity strategies
- Decide, develop and implement your business continuity response
- Test, maintain and record against your business continuity plan

The same approach is also recommended in the guidance to the Civil Contingencies Act 2004

2. Purpose

The emergency and business continuity plan is intended to help Tovey Little Dental Centre overcome any unexpected incidents to its premises, key personnel or to any important systems that it relies upon in its day to day operations. The aim is to ensure the business continuity of the practice in the event of an incident affecting its business and to provide the emergency planning team's contact details in the event of a widespread incident affecting the community. Where relevant the plan should be read in conjunction with the practice's incident management procedures.

3. Scope

The plan is designed to enable the practice to resume activities whether the situation is one of full or partial loss of key assets. As such, it covers a broad spectrum of potential situations that may impact on the liability of the practice to continue its normal business in the short or long term.

4. Responsibilities

Under the Civil Contingencies Act 2004, the NHS England has a duty to ensure that those organisations delivering services on their behalf (i.e. contracted out services) or the capabilities that underpin those services, can be delivered to the extent required in the event of an emergency, eg flooding, pandemic flu. etc.

The plan holder Peter Little is responsible for co-ordinating any response under the plan. If The plan holder is unavailable this duty will fall to the deputy plan holder, Karen Fox or the Partner Colin Tovey.

Copies of this document, together with copies of the insurance policy and other relevant Documents are to be kept of the premises by both the plan holder and deputy plan holder.

Practice staff: The emergency and business continuity response arrangements within this plan are useless if the staff who are expected to implement them at the time of an emergency are unaware of them. To this end, all staff will be made aware of the plan as part of their induction training. If there are any significant changes to the plan that affect the way in which staff respond, these must be communicated to them.

5. Priority order of services

Dental practices offer a range of services to the patients: the table below contains a list of the services that this practice provides in order of priority.

In the event of an emergency or business interruption the practice will endeavour to maintain services as usual. However, it may become evident that this is not possible, at this point the plan holder will decide which are the priority services that the practice must continue and which services will be reduced or stopped.

Any decisions made to reduce or stop services must be communicated to the Care Quality Commission.

6. Loss of main premises

The loss of the main premises of Tovey Little Dental centre is Citrine House, Borough Road, Wakefield WF3 1AZ. If the building becomes unavailable for use for any reason:

- All partners and 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 alternative accommodation, sending staff home as appropriate.

Using the contact list, all partners and staff who are still due to come to work must be contacted immediately to advise them:

- 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.

Practices will need to contact their IT supplier regarding restoration of their data. A contact list of other people and organisations can be found at the end of this document.

7. Loss of computer system/essential data

- The loss of either computer hardware or the core software must be notified immediately to the supplier on 0333 2005950. The equipment and software will ultimately be replaced.

Computer back up tapes are made daily to safeguard essential data and are encrypted and

Securely kept off site and verified.

8. Recording Data

If there is a failure in the IT system or any stand alone computer, for important data, the staff will revert to a paper backup system to capture that data so this can be recorded on the system retrospectively. Templates for recording information when the system is unavailable can be found in the stock/files room. Identify all the data that you input, where

There is a need to capture this information while the system is unavailable, produce a template and have these available in a designated place. Once information is captured on the paper templates it is important that these are kept securely until they can be entered onto the computer IT system. Once they have been entered and validated the paper documents should be securely disposed of.

9. Loss of telephone system

The surgery has 1 telephone number as follows

- Reception 01924 374092

The telephone system is rented from Russell telecom whilst the lines are supplied by Russell Telecom.

In the event of a simple fault on the system:

- This should be reported first to Russell telecom in case the problem is with their lines.

If the electricity supply fails:

- The telephone system is dependent upon the electricity supply

10. Loss of electricity supply

In the event of a power failure within the building:

- Check the main fuse box, which is situated on the outside wall, in the staff car park
- In the event of a power failure, first check the trip switches in the fuse box: and then
- Contact N Power for emergency assistance. Ask if they are able to give an estimated length of time the power will be off, for planning purposes.
- A decision should be made as to whether the surgery business can be continued safely, or if relocation to an alternative site will be required to maintain business,

The following systems will not work:

- Computers
- Telephones
- Heating
- Clinical refrigerators
- Diagnostic equipment
- Lighting
- Dental unit and light
- Compressor
- Suction

- Autoclaves etc

The computers in the surgeries and other parts of the building should be switched off at the sockets to prevent damage when the power is restored. The file server may have an uninterrupted power supply (UPS) attached and in this case may 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 items in the refrigerators. Do not open the fridge door. Check the clinical governance procedures for refrigerated medications.

If the heating is lost, assess the effect of the loss of heating related to the time of year and general temperature, including forecast temperature. If it is felt that the business will be affected by loss of heating contract if the premises are rented, contact the landlord/owner to request they provide alternative heating. If the premises are owned by the practice, look in the local directory for companies who hire out cylinder heating equipment.

11. Loss of gas supply/gas heating

- In the event of a gas leak in the building:
- Turn off the gas using the shut off valve which is located in the gas meter cupboard outside.
- Contact British gas for assistance
- Consider cancelling all surgeries until such time as the problem is resolved depending on the circumstances

Failure of gas fired heating:

- Contact N Power
- The boiler supplies all the hot water as well as heating
- Electric heaters should be used as an alternative source of heat

12. Loss of water supply

- The stop valve for the water can be found in the outside cupboard in the car park
- Ascertain timescales for repair from suppliers Yorkshire Water Board

13. Loss of security systems:

- The practice is protected by alarms and procedures in the event of a fire, break in or incident:
- All systems are regularly serviced by Calder Security whom any failures should be reported
- Consider closure of the practice if the security of the staff or patients is compromised

14. Fire

On discovering a fire or on suspicion of a fire, raise the alarm by calling 999, clearly stating The full address of the premises as:

Tovey Little Dental Centre, Citrine House, Borough Road, Wakefield, WF1 3AZ

01924 374092

In the event of the fire alarm sounding, this will be a siren, All staff have a responsibility to evacuate the premises ensuring that all patients and visitors are assisted via the exits identified in the table below. All persons will congregate at the fire evacuation assembly point in the staff car park where Karen Fox/Chris Briggs will check against the staff list and visitors log book that all persons have been evacuated.

If you suspect that there are persons still inside, DO NOT re- enter the premises.

On arrival of the fire and rescue services, Karen Fox / Chris Briggs will greet them and give the following information:

- Location of the fire or suspected fire
- Persons suspected of still being inside, with possible location
- Location of any flammable materials/ oxygen or other gas cylinders

Location of exits

Area of premises	Nearest identified exit
Reception	Doors to the front of the building
Toilets (patients)	Doors to the front of the building
Surgery 1	Doors to the front of the building
Surgery 2	Doors to the front of the building
Surgery 3	Doors to the rear of the building
Surgery 4	Doors to the rear of the building
Surgery 5	Doors to the rear of the building
Surgery 6	Doors to the front of the building
Surgery 7	Doors to the front of the building
Xray room	Doors to the rear of the building
Sterilisation Room	Doors to the rear of the building
Stock/files room	Doors to the front of the building
Conference Room	Doors to the front of the building
Toilets (staff)	Doors to the rear of the building
Upstairs office	Doors to the rear of the building
Upstairs female changing room	Doors to the rear of the building
Upstairs male changing room	Doors to the rear of the building
Upstairs Staff room	Doors to the rear of the building
Upstairs Toilet	Doors to the rear of the building

15. Loss of essential supplies

During a major emergency there may be interruptions in the supply of consumables and equipment required by the practice. This may be primarily because of an incident. I.e. a

supplier factory fire, or disruption to the transport network such as a fuel crisis.

In such an event, the Practice Manager will be responsible for assessing the impact on the business of the practice.

If there is need to obtain supplies from another source the options are:

- Mutual aid from another dental practice
- Contact another supplier

16. Fuel shortages

In the event of a fuel shortage the ability to maintain services may be affected either by staff being unable to carry out services such as home visits, or being unable to get to the practice.

Each PCT will have a fuel contingency plan, the arrangements for obtaining fuel will be communicated by the NHS England team. 0300 311 2233

17. Loss of dental records

Paper dental records are stored in pigeon holes in the files room and are protected from any untoward event.

Tovey Little should be able to supply a printout of all patients registered to the practice.

18. Incapacity of registered dentists

Where incapacity or death has occurred during the course of business, the plan holder is responsible for co-ordinating the emergency response and ensuring the next of kin is informed.

NHS England will be notified as soon as reasonable practicable by the plan holder (or deputy) if one or more of the dentists become incapacitated or dies. This notification will be carried out immediately if the practice is unable to provide dental services due to incapacity or death, eg where it is a single handed practice. In such circumstances NHS England has a responsibility under the GDS/PDS regulations for arranging completion of any patient's treatment that cannot be continued.

If there is more than one provider named in the GDS/PDS contract the remaining partner will assume responsibility for the incapacitated / deceased dentists patients.

19. Incapacity of staff

Where incapacity or death has occurred during the course of business, the plan holder (or deputy) is responsible for co-ordinating the emergency response and ensuring that the next of kin is informed.

No formal arrangements are in place to cover the incapacity or death of members of staff except that whenever possible, other members of staff will be asked to cover for the absent staff member.

In addition, the plan holder should:

Approach NHS England for assistance with short term staffing eg resource sharing.

liaise with other practices or the local dental committee (LDC) to negotiate assistance as appropriate.

Contact appropriate locum agencies

If the impact of one or a number of staff being incapacitated is such that the practice is unable to continue services – Karen Fox will be responsible for assessing the capabilities of the practice and possibly which services will be reduced or through re arranged mutual aid arrangements be diverted to other practices on a temporary basis.

Redirection of mail

In the event that mail is unable to be delivered to the main building it should be re directed to MR Colin Tovey 195 Batley Road, Kirkhamgate, Wakefield, WF2 0SH. To initiate this you will need to contact Royal Mail and seek timescales on how long this would take to activate and cancel.

20. Communicating with patients

In the event that a business interruption is so severe that alternative arrangements for the Provision of dental care need to be communicated to the patients of the practice this will be done in collaboration with NHS England.

In the event that support from NHS England is requiring in publicising the alternative arrangements Karen Fox will contact NHS England on 0300 311 2233 at the earliest possible moment to allow as much time as possible to achieve communication with patients.

If patient knowledge of continuity plans in advance would help to reduce the effects of business interruption, arrangements within this plan (eg location of pre agreed temporary accommodation) will be provided within patient's information regarding the practice.

It is important to maintain communication with patients during any period of business interruption, the aim of the practice will be to reassure the patients with relevant information on the progress made in returning to business as usual

21 Approval

The plan has been approved by the under signed and will be reviewed and updated at least every six months and every time there is a change in suppliers, contact numbers or dental practitioners.

Name	Karen Fox
Date Approved	
Review Date	

Key External Contacts – Care Quality Commission 0300 0616161 NHS England 0300 3112233

Reason for contact	Department	Contact Details
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Major disaster	CQC/NHS England	
Major disaster	CQC/NHS England	
Reduction in practice services	CQC/NHS England	
Loss of patient records	CQC/NHS England	
Advise on business continuity plan and other IG Issues	Information Governance Lead	Karen Fox 07747 108461

NHS Dental Services – NHS England

Reason for contact	Department	Contact Details
Major disaster	NHS England	0300 311 2233

Utilities and Services

IT Systems	Blue Logic	0333 200 5950
Telecommunications	Russell telecom	01924 520540
Electricity	N Power	0800 073 3000
Gas	N Power	0800 073 3000
Water	Yorkshire Water	0843 557 3574
Alarm	Calder Security	01924 371941
Insurance Company	Covea- stering	0330 134 8300
Accountant/payroll	Iris	0843 357 1836

Tradesmen

Electrician	Robert Allsop	07703687754
Plumber	Andy Cooper	07415407353
Builder	Grant Cooper	07931345378
Joiner	Ryan Broadhead	07713158896
Locksmith	Locknite	01924 640210
Glazier/ Locks	Nightsafe glass	01924 824780
Security /Alarm	Calder security	01924 371941

Supplier of Equipment

Autoclaves, DAC, Washers	Sterilising consultancy	01977 680290
Suction, Compressor, Chairs	Steve Crawshaw	07507797703
Electric Doors	Calder security	01924 371914
Dental Consumables	Precision	020 823 60606
Dental Consumables	Dental Directory	0800 585 586 toliwa
Dental Consumables	Surgery Express	0800 6888992
Dental Consumables	CTS	01737 765400
Dental Stationary	Dental portal	www,pscs.england@nhs.net
Dental Laboratory	Yorkshire	01751 433167
Dental Laboratory	Bramleys	01132 361442
Dental Laboratory	HQ	01132 796668
Dental Laboratory	Horbury Laboratory	01924 211456