

## Annual Report 2017/18

### Business Continuity / Emergency Preparedness, Resilience and Response

#### 1.0 INTRODUCTION

- 1.1 The purpose of this report is to update on the Clinical Commissioning Group's (CCG's) work undertaken to sustain, develop and enhance the CCG's ability to respond to potential or actual negative impacts on the CCG's and/or commissioned providers' ability to deliver core services.
- 1.2 Under the Civil Contingencies Act 2004 the CCG is classed as a Category 2 responder. This means that there is a responsibility to maintain core organisational services and to provide requested support to Category 1 responders (acute providers, NHSE, etc.). However there is an expectation that the CCG will act as local health system leader in times of emergency and, as such, are expected to coordinate the local health response affecting Hull.
- 1.3 The main duties are to:
- Co-operate in the delivery of an emergency response, including the sharing of relevant information, with other Category 1 and 2 responders
  - Have robust plans to support the organisational response to internal and external incidents. A significant amount of work undertaken over the last few years to develop our plans and arrangements to respond to major incidents and also to ensure the organisation can maintain business continuity when faced with specific threats, for example the loss of staff, Information Management & Technology (IMT) systems or buildings
  - Act as health system leader, coordinating and overseeing other organisations responses to incidents
- 1.4 The work to ensure that the CCG is organisationally prepared to respond to both internal and external incidents is coordinated through the Joint Business Continuity / Emergency Preparedness, Resilience and Response (EPRR) meeting which covers Hull, the East Riding of Yorkshire and North Lincolnshire CCGs. The meeting is chaired by the Deputy Director of Commissioning, Hull CCG and works to ensure that all three organisations, with due regard to its terms of reference and the CCG's organisational objectives, have systems and processes in place to support the delivery of the CCGs, and the wider systems, core functions at all times. This supports the promotion and delivery of high quality, safe services that deliver the outcomes expected by the local population.

1.5 This report covers the work of the CCG on Business Continuity / EPRR from April 2017 to March 2018.

## 2.0 GOVERNANCE

2.1 The CCG has both an Executive Lead (E. Daley, Director of Integrated Commissioning) and a Lay Member (K. Marshall) identified with specific roles to support Business Continuity / EPRR. The Deputy Director of Commissioning and Associate Director of Corporate Affairs jointly lead on an daily / operational basis.

2.2 The CCG Board has delegated responsibility to the Planning and Commissioning Committee to oversee the general delivery of Business Continuity / EPRR. This Committee receives and reviews national incident and internal incident lessons learnt documents. It also reviews the CCG's annual self-assessment of preparedness and supporting action plans.

2.3 The Joint Business Continuity / EPRR meeting works to ensure that plans, where appropriate, are aligned across Hull, the East Riding and North Lincolnshire.

### 2.4 *Director On-Call*

Part of the requirements of being the system lead is that the CCG has to have a Director on call 24/7 to ensure that the organisation is contactable and a response to an incident can be initiated when needed.

It has been agreed that the on-call will be coordinated across Hull, the East Riding and North Lincolnshire with a single Director taking the on-call role across all three organisations for a week at a time (Friday to Friday). Hull CCG's Associate Directors and Deputy Directors are also a part of this on-call rota.

### 2.5 *System Tests / Exercises*

The CCG is required to:

- Undertake a Communications Test - every 6 months

The CCG tested it's out of hours staff communications cascade arrangements, with good effect and coverage although some gaps around fixed term contract personnel were identified. Separate to this the communications arrangements with Primary Care were tested in a live incident and a number of challenges around the correct contact numbers were identified

- Undertake a desk top exercise – every year

The Directors on call undertook a desk top exercise to explore what their role was in an incident. This generated high levels of discussion and debate to work through what the difference is between a system on-call response and an operational management response.

- Undertake a live exercise – every 3 years

The CCG utilised the live incident of the alarms being cut making the offices unusable and the lessons learnt as a live exercise and, in addition, in 2017, the CCGs response, and lessons learnt, to the Wannacry IT incident has been utilised as a live exercise.

## 2.6 *CCG Self-Assessment*

Every year the CCG has to self-assess against nationally published standards setting out the systems, processes and standards that organisations are expected to deliver. The CCG's self-assessment demonstrated substantial compliance with the national standards for 2017/18.

## 3.0 **OUR PLANS**

- 3.1 Under the Health and Social Care Act 2012, the CCG is required to develop sufficient plans to ensure that the organisation and all commissioned provider services are well prepared to respond effectively to major incidents/emergencies. The CCG has a number of plans in place to support our emergency response, which have been reviewed and revised over the last year. These include:

### 3.2 *Business Continuity*

The CCG's Business Continuity Plan(s) has been reviewed against the NHS England framework and the plan has been updated to reflect the changes that impact on the CCG. Each Directorate has reviewed their core operations and developed action cards to support the maintenance of their identified core services in the event of an incident affecting service delivery.

### 3.3 *Severe Weather Plan / Cold Weather Plan / Winter Plan*

The CCG adopted the Hull Cold Weather Plan 2017-18 with regard to system responses. NHSE/ CCGs are responsible for co-ordinating the system response monitoring weather alerts from the Met Office and escalating where appropriate. The CCG undertakes risk assessments and coordinates the system response to any factor that arises as part of system resilience.

System Resilience (winter planning) is undertaken jointly, at a strategic level, across Hull and the East Riding but specific local plans are developed to reflect the different services commissioned / population requirements. The system capacity to respond to increases in demand, associated with expected winter activity impacts, is assessed through the Hull and East Riding A&E Delivery Board.

#### 3.4 *Major Incident Plan*

The plan has been updated to include the feedback from scenario testing and incidents and changes to CCG structure. Further changes around the provision of mental health support following incidents as well as contingencies to respond to a complete utilities failure will feature in a revised Plan for 2018-19.

#### 3.5 *Avian Influenza*

In response to NHSE and PHE request for assurance around local plans to ensure a robust response to an outbreak of avian influenza, Patient Group Directions (PGD) for the supply of oseltamivir for post exposure prophylaxis of avian influenza were developed and agreed with City Health Care Partnership.

#### 3.6 *Fuel Disruption Plan*

From 2017 CCGs were asked to coordinate the primary care response in terms of a fuel disruption and shortages. The plan has been developed with East Riding of Yorkshire CCG. Practices are required to maintain a list of Priority Users and liaise with the CCG to obtain temporary logos if required. SLT have recommended the plan for approval at the Primary Care Commissioning Committee.

### **4.0 JOINT BUSINESS CONTINUITY / EPRR MEETINGS**

4.1 The joint meetings occur bi-monthly and work within the agreed terms of reference with a focus upon joint work to deliver an integrated consistent response to national and local incidents, confirm and challenge around each other's plans and self-assessments and sharing of best practice.

4.2 The meetings are well attended by Hull CCG representatives with representation on the meeting from each Directorate within the CCG.

4.3 The work plan is generated by the action plans identified through the CCG's self-assessment and has included:

- confirm and challenge of the self-assessments

- Development of a proposed single Director on-call training matrix
- Fuel Disruption Plan
- Increased usage of the Resilience Direct national website

## **5.0 SUMMARY**

During 2017/18 the CCG has continued to develop its systems and processes in relation to internal business continuity and wider emergency preparedness, resilience and response.

The whole agenda is one of continuous development / improvement cycles to ensure that the CCG is able to continue to meet the changing demands put upon it.

Deputy Director of Commissioning

02/09/18