

<b>Agenda item:</b>	
<b>Name of Committee/Board:</b>	<b>NHS West Essex CCG Board</b>
<b>Date of meeting:</b>	<b>23<sup>rd</sup> May 2019</b>
<b>Title of paper:</b>	Essex CCG Emergency Preparedness Resilience and Response (EPRR) Annual Report 2018/19
<b>Prepared by:</b>	Jackie King - Head of Emergency Planning Essex Emergency Planning Team (EPT)
<b>Submitted by:</b>	Jackie King - Head of Emergency Planning Essex Emergency Planning Team (EPT)
<b>Action required by Committee/Board:</b>	For noting only

## **CCG Emergency Preparedness Resilience and Response (EPRR) Annual Report 2018/19.**

### **PURPOSE**

In line with the Memorandum Of Understanding (MOU) between the EPRR team and each of the seven Essex Clinical Commissioning Groups (CCGs), the EPRR team have produced their annual report outlining the work the team has undertaken during the year on behalf of the seven Essex CCGs. This report also provides each CCG with the quarterly and annual delivery against the EPRR work plan. Each CCG should then use this report to present the work as per their own organisations governance requirement.

#### **1. Annual Summary 2018/2019 work plan**

Please read this section in conjunction with the 2018/19 Emergency Planning Team work plan that accompanies this paper. The work plan supports the CCGs achieve g compliance with the NHS England EPRR national standards for Emergency Preparedness, Resilience and Response (EPRR) and Business Continuity.

Those areas that are on-going are shown in the work plan as amber and will inform the team's 2019- 2020 work plan; these include:-

- Production of lockdown exercise and associated lockdown and security plan
- Non acute mass casualty plan development
- Continuation of the Business Continuity arrangements for Primary Care
- Improvement of mutual aid arrangements this is dependent on the completion of the NHS England mutual aid agreement

- Completion of the acute commissioning Business impact analysis and Business continuity plan

The following details provides the CCG with more detail against the work plan.

## **2. Governance and Command and Control**

- On call Rotas for 2019 – 2020 are in place and maintained
- Each CCG has in place on call staff who are able to access the required information via their local on call pack or via Resilience Direct
- Reviewed the on call director policy and EPRR Strategy in December 2018

## **3. Partnership Working – Local Resilience Forum (LRF) and Local Resilience Partnership (LHRP) Planning**

### **3.1 EU exit planning and response including Operational Guidance**

In December 2018, the EPRR team for the Essex CCGs started to provide briefing for the Essex CCGs on EU Exit, these were informed by the National communications, ERF (Essex Resilience Forum) and LHRP (Local Health and Resilience Partnership).

In December 2018 the Department of Health and Social Care published EU Exit Operational Guidance<sup>1</sup> which required all health and care organisations to undertake local EU Exit readiness planning, local risk assessments and plan for wider potential impacts.

In response to this guidance the EPRR team with a group of key leads from the CCGs developed a plan identifying risks and actions.

As required to support the system during the EU Exit process the EPRR team have established a Command, Coordination and Control structure for the CCGs and health partners to ensure that any risks are mitigated or managed and the required reporting is undertaken. This structure will be led by a CCG over the defined period with regular review.

### **3.2 Working with partners (LRF / LHRP)**

During the year the EPRR team with partners have undertaken reviews of a number of key system documents to ensure smooth management of incidents or key risks; these have included:

- Excess Death Management including mortuary capacity
- Contaminated Fatalities
- Combined Operating Procedures for Essex
- Secretariat review
- Health Surge workshop
- Participation in exercises including Cyber , JESIP (Joint Emergency Services Interoperability Principles) – Multiagency planning to improve response
- Anti-Viral Collection Point (ACPs) Modelling for Essex

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<sup>1</sup> <https://www.gov.uk/government/publications/brexit-operational-readiness-guidance-for-the-health-and-social-care-system-in-england>

- NHS England EPRR Core Standards Review
- Review of The Essex NHS Communications plan / strategy

#### **4. Resilient Communications**

To improve the CCGs communications the team have undertaken the following:-

- Updates and development of Resilience Direct to support on call staff
- Introduction mass messaging via PageOne Connect across the seven CCGs in Essex. This upgrade will support CCG resilience
- Out of Hours Communications – Across the Essex CCGs there is not an on call rota for Communication Staff, this has been flagged as an area of potential risk. The current approach is that each CCG should ensure that their on call staff have undertaken media training. This has been delivered throughout 2018/19.
- The communications leads across Essex and the EPT have an ongoing focus group to review communications requirements for EPRR and to plan training

#### **5. Risk Management**

The current EPRR Essex CCGs risks are those that have been identified via the Local Health Resilience Partnership (LHRP). These risks are shared with each of the seven CCGs for them to reflect with their CCG risk register.

#### **6. Major Incident Response and Plan Development**

Each of the seven Essex CCGs plans are required to be reviewed. Over the past year the following have been reviewed:

- Essex Clinical Commissioning Groups – Incident Response Plan
- Essex Clinical Commissioning Groups - Incident Coordination Centre Plan Essex Clinical Commissioning Groups - Operational Fuel Shortage Response Procedure
- Seven CCG Business Continuity Plans

During 2019/20 the EPRR team will be developing the Non acute Mass Casualty Plan that will include the identification of P3 Centres. The Essex CCG IT leads will be developing the Essex CCG cyber plan, a recommendation from the September 2018 Cyber Exercise

#### **7. Assurance , Audit and Review**

NHS England undertook the annual national EPRR assurance process in regard to organisational capability and readiness to deal with incidents and emergencies between July and September 2018. The outcome of this has been communicated to each of the seven CCGs. Where there are actions required the EPRR team are working with the individual CCGs. The 2019 NHS England EPRR core standards assurance process is planned for July 2019, this will include a core standards peer review process from August 2019, the format of this is in development and will be shared with the CCGs when completed.

## **8. Training**

Across the seven Essex CCGs, Integrated Strategic Management training continues to be delivered to those on call. There are a number of staff across the CCGs who have yet to complete this – the EPRR team will be working with the Emergency Accountable Officer of the CCG to ensure that this is completed.

For 2019/20 the plan is that refresher training will be available for those staff who have completed and passed the course to ensure they maintain the required competencies.

The EPRR team have delivered loggist training and refresher training during the year and “on call” training as required for new on call staff this is completed in partnership with each system resilience lead.

## **9. Exercises**

The EPRR team have led a number of exercises working with Essex CCGs, these have ranged from CCG lockdown through to communication exercises to test system responsiveness.

The seven Essex CCGs 2019/20 exercise schedule will focus on major incident response.

## **10. Business Continuity Audits and Business Impact Analysis (BIA) Reviews**

The seven Essex CCGs Business Continuity Policy annual review was completed in March 2019. Following the Business Continuity audit undertaken in 2018, most of the actions identified for each CCG have been completed and reported via their audit assurance process, any outstanding will be addressed by the team and the CCGs during 2019-2020 .

Within the work plan for 2019/20 the EPRR team has scheduled a internal Business Continuity Audit for each of the seven Essex CCGs focusing on those areas identified as risks in the February 2018 audit.

GP Business Continuity - The team has worked with one of the seven CCGs to complete a Business Continuity Audit of their General Practices – this has had significant impact on the teams capacity but has been found valuable in identifying actions required by their practices to support improvements.

## **11. Surge and Escalation**

During 2018/19 the team supported times of surge through presence in the relevant room (winter/Easter).

## **12. Mortuary review**

The Essex Mortuary Plan was completed and the actions identified have felt to have had the required impact during the 2018/19 winter, with no capacity issues identified.

## **13. Supporting Incidents April 2018 – March 2019**

A requirement is that any incidents are reported to the seven Essex CCGs to ensure they are aware. During, 2018/19 the following incidents occurred and have been managed

across the seven Essex CCGs. For specific information please liaise directly with the EPRR team.

#### Business Continuity Incidents

- Disruption of provider service
- Provider IT Failure resulting in lack of GP access to information
- Patient transport disruption incident
- Provider – IT failure
- Provider Business Continuity, Major incident loss of telephony and IT systems
- National Failure of the pager system
- Further disruption to a provider service
- Disruption of PTS provider service

#### **14. EPRR Team work plan for 2019/20**

The work plan for 2019/20 accompanies this paper – please refer to that for the year. The focus for quarter one will be:

- Training (loggist, refresher loggist, Strategic Management including refresher and On Call)
- Mass casualty non acute plan (development, testing or completion)
- Lockdown exercises and plans
- EU Exit planning and requirements
- National Resilient Telecommunications Guidance – implementation and raise awareness of requirements
- Incident room audit/review

#### **15. RECOMMENDATIONS**

The EPRR team ask for the following to be noted:

- Note content of this paper and accompanying plan for 2018/19 detailing work undertaken by the team
- Note the 2019/20 work plan and accompanying plan

#### **Report Produced by**

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26<sup>th</sup> March 2019