

## **FR7 – The service implements and monitors systems to manage internal and external major incidents.**

- a. A major incident is one which has a significant effect on the 'normal' daily service provided. This may be external requiring the imaging service to redirect its focus to a managing a number of unexpected patients needing urgent attention or supporting another department in a similar situation, or an internal event which may prevent the normal functioning of the department. In the event of a major internal or external incident, the service should be able to maintain essential services and optimise care for those involved. Policies and protocols should be in place to manage effectively service involvement in a major incident. This should include the process of managing the return to service following the incident such as handling any backlog. Processes and protocols should be grounded in current best practice and reflect statutory requirements, professional guidance and the policies of the parent organisation. Staff should be aware of the protocols and how to access them, and informed of any changes.
- b. The service should have in place a business continuity plan to support continuity of essential services during events such as major failure of IT services, a major fire on service or related premises, or a pandemic likely to affect staff. Plans should include business impact analysis, crisis management strategies and business recovery testing, and should consider what activities must continue or be strengthened during an incident.
- c. Major incident plans should be in place to ensure that the service can respond effectively to any external incident. Plans should detail roles, responsibilities and actions required for the plan to be implemented. Action plans for the service should outline specific tasks and responsibilities. Plans should be developed with staff participation, agreed and published in a major incident book.
- d. All staff should be aware of incident and action plans and be involved in regular incident plan rehearsals. The incident and action plans should be reviewed and updated regularly, and changes published and communicated to all staff. All members of staff should have ready access to a staff telephone and contact list, which is kept reviewed and updated. Staff awareness might be raised through action cards listing key steps in action plans and widely distributed to staff.
- e. Staff should be aware of and able to access any support that may be needed following a distressing major incident.
- f. Following a major incident, the service should review and analyse its performance, and amend plans in the light of its findings. Findings and consequent changes should be widely disseminated and staff made aware of changes to plans.

## **References**

UK Government joint Bodies, *Health protection Emergency response* 2018

<https://www.gov.uk/topic/health-protection/emergency-response>

Cabinet Office *Preparing for Emergencies* 2018

<https://www.gov.uk/government/publications/preparing-for-emergencies/preparing-for-emergencies>

NHS England Emergency Preparedness, Resilience and Response *Incident Response Plan*

(National) NHS England July 2017

<https://www.england.nhs.uk/wp-content/uploads/2017/07/NHS-england-incident-response-plan-v3-0.pdf>

NHS England *Emergency Preparedness, Resilience and Response Incident Response Plan (National)* 2017

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<http://www.england.nhs.uk/ourwork/gov/epr/>

NHS England. *Serious Incident Framework: supporting learning to prevent recurrence*. London: NHS England, 2015.

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NHS England. *Core Standards for Emergency Preparedness, Resilience and Response (EPRR) version 3*. London: NHS England, 2015.

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NHS Wales. *Emergency Preparedness*. 2013

<http://www.wales.nhs.uk/sitesplus/888/page/43755>

Department of Health. *NHS emergency planning guidance: planning for the management of burn-injured patients in the event of a major incident: interim strategic national guidance*. London: Department of Health, 2011.

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The Scottish Government. *Management of Public Health Incidents Guidance on the Roles and Responsibilities of NHS led Incident Management Teams - October 2011*. Edinburgh: The Scottish Government, 2011. <http://www.scotland.gov.uk/Resource/Doc/362360/0122621.pdf>

The Scottish Government. Ready Scotland. *Preparing for and dealing with emergencies*.

<https://www.readyscotland.org/>

## Legislation

*Health and Social Care Act 2012* <http://www.legislation.gov.uk/ukpga/2012/7/contents/enacted>

*Civil Contingencies Act 2004*. <http://www.legislation.gov.uk/ukpga/2004/36/contents>

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