

Essex Clinical Commissioning Groups

CCG ON CALL DIRECTOR ACTION CARD

Major Incident Notification

Note all details on the attached 'Initial Call Record'. Obtain as much information as possible at the time of the call.

If needed, verify the incident by calling the caller back

If required activate the CCG incident Response Plan and open and resource the local CCG Incident Coordination Centre.

If there is no requirement to activate the CCG incident Response Plan, remain on standby and carry out any actions required.

Inform the On Call Directors in the other Essex CCGs and liaise with them for assistance/support as required/necessary.

If out of hours inform the CCG Emergency Accountable Officer (EAO) as soon as possible of the situation.

After 4 hours start to consider contacting the On Call Directors in the other CCGs so that one of them can take over from you if the incident goes on longer than 6 hours.

Inform the Head of Emergency Planning of the incident. Contact details on the EP Directory contained in Dropbox.

Seek Strategic / Tactical advice from the Head of Emergency Planning.

Keep a log of your actions/decisions (using a decision making tool if needed, e.g. STEEPLE).

At the end of the incident scan and send a copy of your log to the Emergency Planning team on essexccgincident@nhs.net

OOH Surge/Capacity Notification

Note all details on the attached 'Initial Call Record'. Obtain as much information as possible at the time of the call.

During office hours, liaise with the COO and the local Commissioning Team.

Out of Hours, liaise closely with the relevant hospital Director On Call

Follow the relevant Surge/Capacity Escalation plan

Depending on the situation ask for:

- All details of the incident and discuss a plan to rectify it
- Agree ambulance divert if necessary (refer to Ambulance Divert Policy)
- Act as liaison between all necessary parties until resolved
- Refer to A&E Waits Reporting Procedures (Decision to Admit)

If the situation continues to escalate, or the agreed actions put in place do not rectify the problem, or the trust concerned declares an internal major incident then contact the NHS England Essex Area Team. Contact details in the EP Directory in Dropbox

If needed the Telephone Conference Numbers are contained in the EP Contacts Directory on Dropbox

Keep a log of your actions, and decisions, clearly detailing the rationale for any course of action taken

CCG On Call Director Initial Call Record

Name of caller		
Position		
Organisation		
Contact No.	Tel	Fax
	Mobile	e-mail
Call received	Date	Time
Nature of Incident		
Reason for notification	For Information Only/Stand-by	For Action
Location of incident		
Current hazards/Casualties		
Potential hazards		
Hospitals/ other health services involved		
Your Name		
Your Job Title		
Signature		
Log of Action Taken Include <ul style="list-style-type: none"> • date and time • When you are making decision record the rationale for the course of action you have taken • Include names and job titles of people you have spoken to 		
Lessons/Issues Please record anything that you feel we can learn from to make future incidents easier to manage, so things that you feel could have been done better		

Do not destroy this record – scan and send to essexccgincident@nhs.net