Date: 18/11/2015

FREEDOM OF INFORMATION REQUEST 012495 – Internal major incident

Within 2015 has the Trust changed its policy on how an 'internal major incident' is declared or triggered? (To be clear: NOT the operational structure of roles in response but the triggers that enable it to be called)

If Yes: What were the changes? In addition - Is it possible to have a copy of the old and new policy (electronic copy is best) -

The policy has not changed although the information available to use with it has. The internal 'Business Continuity Plan' (attached) is used for internal incidents and when this incident is a result of capacity i.e. no beds we also use the escalation policy (attached) and discuss NHS England guidelines that came out in January 2015: Incident check list - checklist and guidance used before declaring an internal incident due to capacity.

The guidelines sent out by NHS England are part of the on call training we do with all managers and directors who will be on the on call rota.

They are available as a link on the Trust's internal intranet so are available 24/7 and are also printed on their on- call resource folder.

In addition to the escalation process we have added Emergency Department (ED) escalation triggers (attached) for the clinical site coordinators to look for as points of increased pressure that require immediate actions.

An ED action card (attached) is also used when Ed's internal escalation goes to a level 3 or 4. This involves informing key senior staff who will take actions to reduce the pressure in this area irrespective of the escalation level in the rest of the Trust. The action card when used reduces the pressure in ED in most instances within 1-5 hours.

For copies of the policies or checklists please contact FOI@dgh.nhs.uk quoting the FOI request number and what policy you want to see