



FIRST PRACTICE MANAGEMENT

EMERGENCY PREPAREDNESS IN PRIMARY CARE

A SUMMARY CHECKLIST FOR PRIMARY CARE

INTRODUCTION

Every year NHS England requires GP Practices to formally confirm that they are prepared to respond to emergencies as an annual assurance process for EPRR (Emergency Preparedness, Resilience, and Response).

In accordance with NHS England's EPRR Framework, NHS-funded services need to demonstrate their ability to effectively respond to major, critical and business continuity incidents whilst maintaining services to patients.

WHY IS IT IMPORTANT ?

EPRR is important because it helps GP practices to prepare for, respond to, and recover from emergencies. By having an EPRR plan in place, GP practices can ensure that they are able to continue to provide care to their patients even in the most challenging of circumstances.

EPRR is important for a number of reasons, including to:

- Protect patients and staff from harm
- Ensure that essential services can continue to be provided
- Minimise disruption to patient care
- Support staff who have been affected by an emergency
- Maintain the reputation of the Practice

ABOUT THIS GUIDE

This summary checklist from FPM provides GP practices with the necessary overview to develop and implement effective emergency preparedness plans. The checklist covers all aspects of EPRR, including preparedness, resilience, response, and recovery.

PRACTICE PREPAREDNESS PLAN

EPRR IS ESSENTIAL FOR GP PRACTICES TO ENSURE THAT THEY CAN CONTINUE TO PROVIDE CARE TO PATIENTS EVEN IN THE EVENT OF AN EMERGENCY.

DOES YOUR PRACTICE HAVE AN EPRR PLAN IN PLACE?

IS YOUR EPRR PLAN BASED ON THE NHS ENGLAND EPRR FRAMEWORK AND THE LOCAL COMMUNITY RISK REGISTER?

DOES YOUR EPRR PLAN COVER ALL ASPECTS OF EPRR, INCLUDING PREPAREDNESS, RESILIENCE, RESPONSE, AND RECOVERY?

IS YOUR EPRR PLAN REGULARLY REVIEWED AND UPDATED?

HAVE ALL STAFF BEEN TRAINED ON THE EPRR PLAN?

DOES THE TRAINING COVER TOPICS SUCH AS FIRST AID, EMERGENCY RESPONSE PROCEDURES, AND COMMUNICATION SKILLS?

BUSINESS CONTINUITY PLAN

DOES YOUR PRACTICE HAVE A BUSINESS CONTINUITY PLAN (BCP) IN PLACE?

DOES YOUR BCP OUTLINE HOW YOU WILL MAINTAIN ESSENTIAL SERVICES DURING AN EMERGENCY?

Here are some examples of evidence that a GP practice could provide to show compliance with the requirements for a BCP;

A copy of the BCP, which is signed and dated by the practice manager.

A record of staff training on the BCP, including attendance lists and training materials.

A record of BCP testing, including the date, time, and results of the test.

A record of BCP review and updates, including the date, time, and changes made.

Copies of any agreements or contracts with other organisations that are part of the practice's BCP.

GP practices should also be prepared to provide evidence of their Business Continuity Plan to the Care Quality Commission (CQC) during inspections.

PREMISES, POWER AND PRACTICE SUPPLIES

ARE YOUR PRACTICE PREMISES SECURE?

The GP practice premises are physically and electronically secure, with measures in place to prevent unauthorised access, such as strong perimeter fences, gates, and locks, as well as firewalls and protection against unauthorised access to data.

DO YOU HAVE MEASURES IN PLACE TO PROTECT YOUR PREMISES FROM UNAUTHORISED ACCESS AND DAMAGE?

The GP practice has access control systems in place to restrict access to the premises to authorised personnel only.

DOES YOUR PRACTICE HAVE A BACKUP POWER SUPPLY?

The GP practice has a backup power supply that is sufficient to meet its needs during an emergency, taking into account the essential services that must be maintained.

IS YOUR BACKUP POWER SUPPLY SUFFICIENT TO MEET YOUR NEEDS DURING AN EMERGENCY?

The backup power supply has sufficient capacity to power essential equipment for the required period of time.

DOES YOUR PRACTICE MAINTAIN A STOCK OF ESSENTIAL SUPPLIES AND MEDICATIONS?

IS YOUR STOCK SUFFICIENT TO MEET THE NEEDS OF YOUR PATIENTS FOR A PERIOD OF TIME DURING AN EMERGENCY?

STAFFING AND ESSENTIAL SERVICES

DO YOU HAVE A PLAN FOR MANAGING STAFF ABSENCES DURING AN EMERGENCY?

DOES YOUR PLAN INCLUDE STEPS TO IDENTIFY ESSENTIAL STAFF, AND TO ENSURE ADEQUATE COVER FOR ESSENTIAL SERVICES?

PRIORITISING ESSENTIAL STAFF

ENSURING ADEQUATE COVER FOR ESSENTIAL SERVICES

DO YOU HAVE A PLAN FOR MAINTAINING ESSENTIAL SERVICES DURING AN EMERGENCY?

DOES YOUR PLAN INCLUDE STEPS TO IDENTIFY ESSENTIAL SERVICES, AND TO ENSURE THAT THERE IS ADEQUATE COVER FOR THESE SERVICES?

STAFFING AND ESSENTIAL SERVICES

PRIORITISING ESSENTIAL SERVICES

ENSURING ADEQUATE COVER FOR ESSENTIAL SERVICES

DOES YOUR PRACTICE HAVE EMERGENCY RESPONSE PLANS IN PLACE FOR DIFFERENT TYPES OF EMERGENCIES, SUCH AS FIRE, POWER OUTAGE, INFECTIOUS DISEASE OUTBREAK, OR MAJOR TRANSPORT ACCIDENT?

ARE YOUR EMERGENCY RESPONSE PLANS BASED ON NHS ENGLAND CLINICAL GUIDELINES FOR MAJOR INCIDENTS?

The emergency response plans are based on the NHS England Clinical Guidelines for Major Incidents.

HAVE ALL STAFF BEEN TRAINED ON EMERGENCY RESPONSE PROCEDURES?

All staff have been assessed on their understanding of emergency response procedures and have demonstrated that they are able to put them into practice.

RESPONSE : EMERGENCY PLANS

DOES THE TRAINING COVER TOPICS SUCH AS FIRST AID, EVACUATION PROCEDURES, AND COMMUNICATION SKILLS?

All staff have been assessed on their understanding of first aid, evacuation procedures, and communication skills and have demonstrated they can put them into practice.

DO YOU HAVE A PLAN FOR EVACUATING THE PRACTICE IN THE EVENT OF AN EMERGENCY?

The evacuation plan is regularly reviewed and updated to ensure that it is still relevant and effective.

IS YOUR EVACUATION PLAN REGULARLY REVIEWED AND UPDATED?

The evacuation plan is reviewed and updated more frequently if there are any changes to the practice, such as new staff, new equipment, or new procedures.

DO YOU HAVE A PLAN FOR PROVIDING CARE TO PATIENTS DURING AN EMERGENCY?

The plan outlines the steps that will be taken to provide essential services to patients during an emergency.

DOES YOUR PLAN INCLUDE STEPS TO IDENTIFY AND PRIORITISE PATIENTS WHO NEED URGENT CARE, AND TO ENSURE THAT THEY HAVE ACCESS TO THE CARE THEY NEED?

The plan includes steps to communicate with patients about their priority level and to ensure that they are aware of their options for care.

DO YOU HAVE A RECOVERY PLAN IN PLACE?

The recovery plan identifies the roles and responsibilities of key staff members during the recovery process.

EVACUATION AND RECOVERY PLAN

DOES YOUR RECOVERY PLAN OUTLINE HOW YOU WILL RESTORE NORMAL SERVICES, COMMUNICATE WITH PATIENTS AND STAFF, AND SUPPORT STAFF WHO HAVE BEEN AFFECTED BY THE EMERGENCY?

Restore normal services: outlines steps that will be taken to restore normal services

Communicate with patients and staff: how the practice will communicate with patients and staff, e.g. practice website, social media, or direct contact.

Support staff: how the practice will support staff who have been affected by the emergency, such as through counseling or employee assistance programs.

DO YOU HAVE A RECOVERY PLAN IN PLACE?

The recovery plan identifies the roles and responsibilities of key staff members during the recovery process.

DOES YOUR RECOVERY PLAN OUTLINE HOW YOU WILL RESTORE NORMAL SERVICES, COMMUNICATE WITH PATIENTS AND STAFF, AND SUPPORT STAFF WHO HAVE BEEN AFFECTED BY THE EMERGENCY?

Restore normal services: The recovery plan outlines the steps that will be taken to restore normal services, such as reopening the practice, re-establishing contact with patients, and restocking supplies.

Communicate with patients and staff: The recovery plan outlines how the practice will communicate with patients and staff about the recovery process, such as through the practice website, social media, or direct contact.

Support staff: The recovery plan outlines how the practice will support staff who have been affected by the emergency, such as through counseling or employee assistance programs.

ABOUT FIRST PRACTICE MANAGEMENT



Our team of health and social care content experts, HR, and experienced former practice managers are here to support GP practices in overcoming challenges and seizing opportunities in the evolving primary care sector.

Trusted by over 7,000 GP Practices in the UK, we provide the finest resources and training skills, ensuring the well-being of practices, staff, and patients alike.

ALSO AVAILABLE FROM THE FPM GROUP



My Surgery Website

As the UK's leading provider of GP practice websites and intranets in the UK, we host and maintain over 4,000 sites nationwide. Our hassle-free setup, easy updates, patient-friendly designs, compatibility with clinical systems, and comprehensive practice management tools ensure unparalleled online patient services, supported by a dedicated in-house team.



Primary Care Training Services

With over 25 years' experience driving positive lasting change in NHS organisations, Thornfields training experts understand the crucial need to navigate endless demand, rigorous regulation, and limited capacity, offering a clear, manageable approach delivered by an experienced team of primary care practitioners.



Online Document Management System

Integrated with the systems of our partner organisation Blue Stream Academy, our FPM Core online Document Management System is a compliance platform that combines all of our policies and procedures in one place, with reports on who has read and understood each policy, so it's easier for practices or PCN groups to work at scale.

