



Revised 2024

www.echogenicity.co.uk

Business Continuity Plan

Scanning Cornwall's Hearts

Introduction

Echogenicity is a small community Echocardiogram service. Offering the GP's of Cornwall with a 'Direct Access' community echocardiogram service. Our service is a routine service, we aim to average a two week wait.

Contingency plans are as follows;

Contingency Plan: Equipment failure

Vivid iq

If the echocardiography equipment were to fail we would contact GE medical who provides our company with our echocardiography equipment and service contract. The equipment is serviced on a yearly basis. If a fault were to occur as per my service agreement, a GE engineer would be out to fix the equipment within 24hrs. If the equipment could not be fixed within 48hours of the fault being reported to GE, they would provide my company with a replacement echocardiography machine until my equipment could be fixed.

Encrypted Laptop

If the encrypted laptop which the echocardiographers/ administrator/ cardiologist uses were to fail we have a spare encrypted laptop in the office. We have a service contract with Cornwall IT who provide IT support, in which it states that they will fix the equipment as and when it fails.

Contingency Plan: Communication system failure

Choose and Book

All patients are booked through the 'choose and book' system. If this system were to fail we would ask the GP's to refer directly to our service with a proforma and ECG. They could send the results via the NHS secure email system. Our secretary would then call patients and book them directly into clinic slots. Our secretary would then send a letter of confirmation to the patient.

TM3

We use TM3 as an inhouse patient appointment system. Blue Zinc are responsible for administering this system and maintaining it. If this system were to

fail, we would gather patient information from choose and book or PAS systems, the patient details would be emailed to the physiologist in clinic via the NHS email system.

NHS Email

We heavily rely on the NHS email system to send all echo reports and the consultant letters back to the referring GP. If this system were to fail we would print all echo reports and consultant letters on paper and post back to the requesting GP via royal mail. We also use the NHS email system to send urgent results to our requesting cardiologist, if this were no longer possible the physiologist would hand deliver the USB pen with the echo report to our administrator – she would then print out the report and hand deliver the results to our cardiologist. A verbal report would be given to the cardiologist over the phone.

Staff

Sickness

If an echocardiographer is sick they follow Echogenicity's policy 'When a member of staff is off sick' (Please see appendices A).

If Verity is available she will cover the clinic. If Verity is already in a clinic and unable to attend the clinic where a member of staff is off sick the clinic will be cancelled. If any patient is urgent or awaiting surgery they will be seen that day but will have to be willing to attend a different clinic location. We aim to see cancelled patients within two weeks.

We have very low sickness levels.

If our administrator is off sick, Debbie our 'as and when' secretary would be asked to cover. Debbie cover's of administrator and our secretaries annual leave.

Recruitment

If an echocardiographer leaves the service we place an advert as soon as possible in the BSE journal. We keep details of prospective echocardiographer's on file so that we can contact them should a position arise. Verity Williams Curnow scan's on a part-time basis, if needed she can scan more to make up for the short fall in service.

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We have an 'as and when' secretary who is able to cover our administrator and our secretaries annual leave.

Our administrator is currently completing a payroll course this is enable her to assist/cover our finance office when she is on annual leave or off sick.

Freak Weather

- **Snow:**

We are based in Cornwall. The weather here is mild, we do not tend to have extremes in weather. Over the last 12 years we have had two periods of snow. We are a routine service, if it is not safe to travel it is unfair to expect our patients to travel in snow. When we have struggled into clinic all the patients have cancelled. When it snows we cancel the clinic – we aim to see the patients within 2 weeks. If a patient is urgent and they are willing to travel we will see them in an alternative location if available.

- **Flood/Extreme Wind/Heatwave:**

We live in Cornwall. Extremes of temperature are extremely rare.

If we were to have extreme wind/flood we would cancel the clinic. We would re-book the patient into an extra clinic within two weeks.

If the clinic location was damaged we would re-locate our clinic to a different location – we have ten different clinic locations across Cornwall.

Heatwave; we have a duty of care towards our staff and patients – although legally there is not a maximum temperature to work in, the TUC recognise above 30 degrees C as unreasonable.

However the HSE state;

Temperatures in the indoor workplace are covered by the Workplace (Health, Safety and Welfare) Regulations 1992, which place a legal obligation on employers to provide a 'reasonable' temperature in the workplace.

Bodmin community Hospital is our only clinic room without a window – we have an air-conditioning unit in this room.

All other clinic locations maintained a reasonable temperature even in the heat wave this summer.

Natural Disasters

Earth quakes/Volcano eruptions/Tsunami/Hurricane

We do not have; earth quakes, Volcano's, Hurricane's we are not at risk from Tsunami's due to the fact that we do not have significant seismic activity.

Terrorist Attack

We live in Cornwall. To the best of my knowledge we have never had a terrorist attack. The risk I believe is extremely low however, should the threat of a terrorist attack arrive we would cancel all clinics in the affected area – we have a duty of care to our patients and to our staff to not place them in a situation of unnecessary risk. We would re-book patients in to extra clinics within two weeks. If the hospital/clinic location is damaged we would re-locate the clinic – we have ten different clinic locations throughout Cornwall.

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Appendices A

Company Policy:

When a clinic is cancelled due to staff illness

Very occasionally staff will be off sick. This cannot be helped we are human not machines.

The staff member will call Verity Williams Curnow. If Verity is available she will cover the member of staff who has called in sick. If Verity cannot cover the clinic the clinic will be cancelled.

Verity will call Jemma our administrator who will cancel all patients and inform them immediately.

Verity will then arrange for an extra clinic in the original clinic location if possible. If patients are clinically unwell or awaiting surgery and cannot wait – we will try to accommodate when and where we can at Verity's discretion.

Once Verity has arranged the extra clinic – ideally all patient should be offered an alternative appointment within two weeks of the cancelled appointment.

Jemma our administrator will call all patients and re-book – no time limit – as soon as possible. A confirmation letter will be sent.

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