

NHS DORSET CLINICAL COMMISSIONING GROUP
GOVERNING BODY MEETING
EMERGENCY PREPAREDNESS RESILIENCE AND RESPONSE (EPRR)
ASSURANCE REPORT 2018/19

Date of the meeting	16/01/2019
Author	L Patton - Emergency Planning Lead
Sponsoring Board Member	S Watkins - Locality Lead for Poole Central
Purpose of Report	To provide an overview of the EPRR Assurance 2018-2019.
Recommendation	The Governing Body is asked to note the report
Stakeholder Engagement	Accountable Emergency Officers and Emergency Planners from Dorset NHS Provider Organisations
Previous GB / Committee/s, Dates	N/A

Monitoring and Assurance Summary

This report links to the following Strategic Principles	<ul style="list-style-type: none"> • Services designed around people • Preventing ill health and reducing inequalities • Sustainable healthcare services • Care closer to home 		
	Yes [e.g. ✓]	Any action required?	
		Yes Detail in report	No
All three Domains of Quality (Safety, Quality, Patient Experience)	✓		✓
Board Assurance Framework Risk Register	✓		✓
Budgetary Impact	✓		✓
Legal/Regulatory	✓		✓
People/Staff	✓		✓
Financial/Value for Money/Sustainability	✓		✓
Information Management & Technology	✓		✓
Equality Impact Assessment	✓		✓
Freedom of Information	✓		✓
I confirm that I have considered the implications of this report on each of the matters above, as indicated	✓		

Initials: LP

1. Introduction

- 1.1 The UK Government and general public expect NHS organisations to be ready to respond in the event of major and critical incidents affecting the UK. 2018 provided a number of challenging incidents, most notably Storm Emma in early March, which was closely followed by the Novichok poisoning incidents in Wiltshire. The response and recovery from these incidents placed Dorset's ambulance provider under an unprecedented level of pressure. The Civil Contingencies Act (2004) requires NHS organisations, and providers of NHS-funded care, to show that they can deal with such incidents while maintaining safe and quality services.
- 1.2 NHS England has published updated NHS core standards to assess Emergency Preparedness, Resilience and Response (EPRR) arrangements for 2018-2019. These are the minimum standards, which NHS organisations and providers of NHS funded care must meet. The Accountable Emergency Officer in each organisation is responsible for making sure these standards are met.
- 1.3 The 2018-2019 EPRR assurance process required NHS England (at national regional and local level), Clinical Commissioning Groups (CCG's), Ambulance Trusts, Acute, Community and Mental Health providers of NHS care to complete the core standards self-assessment matrix. An improvement plan was then drawn up by each organisation to outline how any amber or red core standards would be addressed over the next 12 months. Following a confirm and challenge meeting of the Dorset Local Health Resilience Partnership, the NHS England South West (South local team) provided assurance statements to NHS Organisations in Dorset (see Appendices 2 for an example).
- 1.4 For the second year running NHS Dorset CCG was required to engage in EPRR assurance with South Western Ambulance NHS Service Foundation Trust (SWASFT). This task is a requirement of the CCG, to ensure it meets its responsibilities as the designated coordinating commissioner for SWASFT.
- 1.5 Between Monday 17 September and Thursday 11 October 2018 the CCG Accountable Emergency Officer (Dr Phil Richardson) and the Emergency Planning Lead (Liam Patton) met with each of the acute providers, SWASFT and Dorset Healthcare, to discuss their assurance returns. The outcomes of these meetings are detailed below.

N.B. NHS England South West (South local team) agreed that NHS Kernow CCG would undertake the assurance of E-Zec Medical Ltd on behalf of Dorset, Somerset and Kernow collectively.

2. Examples of EPRR good practice across the Integrated Care System

2.1 Whilst the assurance focusses on key areas of improvement/development in EPRR there were a number of good practice examples put forward by providers.

- Royal Bournemouth & Christchurch Hospitals undertook a live ward fire and evacuation exercise, in-conjunction with Dorset and Wiltshire Fire and Rescue Service.
- Dorset HealthCare has undertaken a series of live lock down exercises at the trusts vacated Kings Park Premises. Exercises were organised in conjunction with Dorset Police. Employees from all levels of command were invited to participate in the exercise programme.
- NHS Dorset CCG engaged with the Police Cyber Crime Prevention Unit to deliver local awareness raising, following the national impact of the 2017 Wannacry Cyber-attacks.
- SWASFT has undertaken a review of the Trusts command structure, which now aligns closer to each integrated care system.
- Poole Hospital has undertaken draft planning for any future merger with RBCH, and the trusts are generally working closer together on EPRR.
- Dorset County Hospital has developed a bespoke EPRR Risk Register which is now under bi-monthly review.

3. Dorset NHS Overall Compliance Levels

3.1 Overall compliance levels can be found in Appendix 3.

4. Key themes and challenges

4.1 The key challenge that faces NHS Trusts, is sustaining all areas of EPRR highlighted within the national core standards, at the same time as digesting the valuable learning from the larger number of incidents experienced in 2017/18.

4.2 The assurance process highlighted the need to standardise the approach to continuous learning and improvement, rather than reviewing each incident or exercise in isolation. The CCG has provided trusts with a template learning tracking process for embedding into local EPRR policy documents.

4.3 The most common gap in operational level contingency planning was in the area of mass casualties. Multi-agency planning in this area is currently under review with NHS England coordinating the redraft of the Local Resilience Forum, Mass Casualties Framework. Trusts are currently

contributing to the development of a Patient Distribution Model to underpin this planning.

5. CCG EPRR Assurance

- 5.1 The CCG's Emergency Planning Lead met with the Head of EPRR for NHS England – South West (South local team) on Monday 8th of October 2018 to discuss the CCG's own self-assessment of the EPRR Core Standards.
- 5.2 The CCG has five items listed on its EPRR improvement plan (Appendix 1). Key areas of work listed on this plan includes CCG Risk Assessment process and improvement of planning for infectious diseases, evacuation and shelter.
- 5.3 NHS England – South West (South local team) have formally agreed that the CCG has five outstanding amber core standards, it is currently substantially compliant which is reflected in the Statement of Compliance document in Appendix 2.
- 5.4 On the 17 October 2018 all Dorset NHS Providers and the CCG attended the Dorset Local Health Resilience Partnership which was chaired by NHS England. The overall compliance levels detailed in Appendix 3 were agreed at this meeting.

6. Next steps

- 6.1 NHS England – South West (South local team) will formally write to the CCG to summarise discussions from a regional EPRR confirm and challenge meeting. Following this, the CCG will write to each provider detailing any specific feedback. A copy of this letter will also be sent to each provider's contract review meeting.
- 6.2 Provider's improvement plans will then be reviewed on a quarterly basis between LHRP meetings. These review meetings will take place in January, April and July 2018.

7. Conclusion

- 7.1 The Governing Body is asked to **note** this report as a requirement of the 2018-2019 assurance process for EPRR.

Author's name and Title: Liam Patton, Emergency Planning Lead

Date: 03/01/2018

Telephone Number: 01305 368068

Appendices	
Appendix 1	EPRR Improvement Plan – NHS Dorset CCG
Appendix 2	NHS Dorset CCG Signed Statement of Compliance
Appendix 3	EPRR Compliance Levels Table and Dorset NHS Organisations Overall Compliance Levels

Appendix 1: EPRR Improvement Plan: NHS Dorset CCG
Version: V2 31/12/2018

NHS Dorset CCG has been required to assess itself against the NHS core standards for Emergency Preparedness, Resilience and Response (EPRR) as part of the annual EPRR assurance process for 2018/19. This improvement plan is the result of this self-assessment exercise and sets out the required actions that will ensure full compliance with the core standards.

This is a live document and it will be updated as actions are completed.

Core standard	Current self-assessed level of compliance (RAG rating)	Remaining actions required to be fully compliant	Planned date for actions to be completed	Lead name	Further comments
7 – Risk Assessment - The organisation has a process in place to regularly assess the risks to the population it serves. This process should consider community and national risk registers.		Emergency planning lead to submit an EPRR risk to the CCG corporate risk register. Pandemic Influenza Risk Assessment is in draft.	January 2019	Liam Patton	Section 3 of the CCG's EPRR Framework details the Risk Assessment and Risk Management process. Risks relating to the EPRR workstream are reviewed on a case by case basis following assessment of the LRF Community Risk Register.
16 – Infectious Disease - In line with current guidance and legislation, the organisation has effective arrangements in place to respond to an infectious disease outbreak within the organisation or the community it serves, covering a range of diseases including Viral Haemorrhagic Fever. These arrangements should		An action card to address this standard is in draft based on learning from seasonal and avian influenza in 2017/18 and the results of a recent Public Health England Survey.	By April 2019	Liam Patton	

9.6

be made in conjunction with Infection Control teams; including supply of adequate FFP3.					
18 – Mass Casualty Surge - In line with current guidance and legislation, the organisation has effective arrangements in place to respond to mass casualties. For an acute receiving hospital this should incorporate arrangements to increase capacity by 10% in 6 hours and 20% in 12 hours.		This standard is subject to the revision of the Dorset LRF Mass Casualties Plan. NHS England are overseeing the task and finish of this planning.	By April 2019	Liam Patton	This process is detailed in the LRF Mass Casualties Plan and is underpinned by the CCG's Systems Resilience Alert and Call and Inter-Organisational Assistance processes.
20 – Evacuation and Shelter - In line with current guidance and legislation, the organisation has effective arrangements in place to place to shelter and / or evacuate patients, staff and visitors. This should include arrangements to perform a whole site shelter and / or evacuation.		This gap will be considered as part of the organisations ongoing review of site security processes. CCG Security Policy is due for agreement at the June 2019 Directors Performance meeting. The latest draft version now includes initial places of safety to be used following bomb threat.	June 2019	Liam Patton & Liz Creech	
42 – Mutual Aid Arrangements - The organisation has agreed mutual aid arrangements in place outlining the process for requesting, co-ordinating and maintaining resource E.G staff, equipment, services and supplies. These arrangements may be formal and should include the process for requesting Military Aid to Civil Authorities		The Dorset Inter-Organisational Assistance Plan is due for review. The System Level Dorset Surge Planning and Escalation Group has agreed to oversee the documents revision for the attention of the Urgent and Emergency Care Delivery Board. Consultation on the document is took place in December 2018.	March 2019	Liam Patton	

Appendix 2: NHS Dorset CCG Signed Statement of Compliance



30th October 2018

Phil Richardson
1st Floor Vespasian House
Barrack Road
DORCHESTER
DT1 1TG

Director of Assurance and Delivery
NHS England South West (South)
Peninsula House
Kingsmill Road
Tamar View Industrial Estate
Saltash, PL12 6LE

email: amanda.fisk@nhs.net

PA Tel: [0113 825 3621](tel:01138253621)

Dear Phil

EPRR statement of compliance

In July 2018 NHS England published the NHS core standards for Emergency Preparedness, Resilience and Response arrangements. These are the minimum standards which NHS organisations and providers of NHS funded care must meet.

As part of the national EPRR assurance process for 2018/19, NHS Dorset CCG has been required to assess itself against these core standards.

Thank you to your team for joining the EPRR assurance review meeting on 8th October 2018 to discuss your assurance and compliance against the NHS England Core Standards for EPRR. I can confirm that following the meeting that the outcome of our assessment confirms the position that Dorset CCG:

- is Substantially compliant with 38 of these core standards; and
- will become fully compliant with the additional 5 core standards by [enter date].

We have accepted the improvement plan you submitted which sets out actions against all core standards where full compliance has yet to be achieved.

Therefore, based on the table in tab one of the Core Standards Self-Assessment (shown at annex A), NHS Dorset CCG is given an overall compliance rating of **Substantially Compliant** with the core stands.

In response to the 2018/19 deep dive for command and control, NHS Dorset CCG:

- Is fully compliant with 6 of the 8 standards.
- It is acknowledged that it was not possible for the CCG to be fully compliant with standard 8, due to a delay in the issuing of the relevant national guidance.

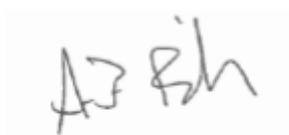
9.6

As the Deep dive statements do not contribute to the organisation's overall EPRR assurance rating and they are reported on separately, therefore they do not affect your overall rating.

This rating was reported on at the LHRP on the 17th October and will be presented at the NHS England Regional EPRR confirm and challenge meeting in December before being subsequently reported to the National NHS Board in early 2019.

Can I take this opportunity to thank you and the team for your continued support in the delivery of this important agenda.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'A Fisk', is enclosed in a light grey rectangular box.

Amanda Fisk
Director of Assurance and Delivery
NHS England South West (South)

Appendix 3: EPRR Compliance Levels Table and Dorset NHS Organisations Overall Compliance Levels (as of the 17th of October 2018 Local Health Resilience Partnership Meeting).

Overall EPRR assurance rating	Criteria
Fully	<p>The organisation is 100% compliant with all core standards they are expected to achieve.</p> <p>The organisation's Board has agreed with this position statement.</p>
Substantial	<p>The organisation is 89-99% compliant with the core standards they are expected to achieve.</p> <p>For each non-compliant core standard, the organisation's Board has agreed an action plan to meet compliance within the next 12 months.</p>
Partial	<p>The organisation is 77-88% compliant with the core standards they are expected to achieve.</p> <p>For each non-compliant core standard, the organisation's Board has agreed an action plan to meet compliance within the next 12 months.</p>
Non-compliant	<p>The organisation compliant with 76% or less of the core standards the organisation is expected to achieve.</p> <p>For each non-compliant core standard, the organisation's Board has agreed an action plan to meet compliance within the next 12 months.</p> <p>The action plans will be monitored on a quarterly basis to demonstrate progress towards compliance.</p>

Organisation	Outcome	Overall Compliance Level
Dorset County Hospital	91% Compliance - 58 out of 64 core standards achieved	Substantially compliant
Dorset Healthcare	89% Compliance - 49 out of 54 core standards achieved	Substantially compliant
Poole Hospital	91% Compliance - 58 out of 64 core standards achieved	Substantially compliant
Royal Bournemouth Hospital	93% Compliance - 59 out of 64 core standards achieved	Substantially compliant
SWAST 999 & 111	100% Compliance	Fully compliant
E-Zec Medical	90% Compliance - 37 out of 41 core standards achieved	Substantially compliant
NHS Dorset CCG	89% Compliance - 38 out of 43 core standards achieved	Substantially Compliant