

Take 5 To prepare



Resilience and specialist operations team briefing note:

Business Continuity

The Covid-19 pandemic has had a major impact on EEAST and all other NHS organisations over the last 2 years. A large part of this has been the reduction in staffing levels and the impact on different departments across the Trust whilst responding to the Pandemic.



Business Continuity is concerned with the impact of what has happened and not the actual incident itself. The question is, would you still be able to deliver your service if you experience any one or all the following?

- Loss of staff
 - Contagious illness (influenza/Covid-19)
 - Industrial action (disputes)
 - Transport outage (trains, fuel, buses)
 - Inability to offload ambulances at A&E (not enough staff resources)
- Lack of infrastructure
 - Power, Gas, Water outage
 - IT network failure
 - Severe weather, flooding
- Denial of access
 - Fire (within premises or adjacent buildings)
 - Bomb alert (within premises or immediate area)
 - Structural damage (within premises or adjacent buildings)
 - Area evacuation

Business Continuity Planning

The whole purpose of an Ambulance Service is to receive 999 calls and dispatch Ambulances and Crews to treat patients. We must be able to maintain these critical services regardless of

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any type of disruption – we do not have the luxury of closing the doors until the storm has passed.

The Trust Critical Functions are

- Call handling
- Clinical Triage
- Dispatch
- Treatment
- Transport

In order to ensure our Critical Functions can be maintained we need to ensure that the support infrastructure can be maintained.

The Trust Priority Functions are....IM&T, Recruitment & Staff Wellbeing, Workshops, Make Ready & Clinical Engineering.



Who is responsible for Business Continuity?

To enable EEAST to deliver these critical & priority functions, the Business Continuity Manager works closely with departmental BC Leads to give advice and guidance to support them in developing Business Continuity Plans.

However, it is the responsibility of all members of staff and volunteers to be aware of Business Continuity Plans and what to do in the event of a Business Continuity disruption.

For further information on Business Continuity in EEAST please contact the BC and EPRR Compliance Manager at EEAST.BC@eastamb.nhs.uk or you can visit the Business Continuity Institute website for a more general overview of BC planning <https://www.thebci.org/>