

Take 5 To prepare



Resilience and specialist operations team briefing note:

Business Continuity – Organisational Resilience

What is Business Continuity?

Flood. Cyber-attack, Power Failure, Supply chain failure or losing a key employee! Disruptions to businesses can happen at any moment to any one of us. Business Continuity (BC) is about making sure that whatever happens we, as individuals and as a Trust, are always able to deliver our service to those in need across our region.

Why is Business Continuity so important?

Essentially, Business Continuity is about having a plan to deal with difficult situations so that we can continue to provide a safe and responsive service to our patients in the event of any disruption to the organisation. We probably all think about business continuity at home without realising it, with many of us knowing where there is a torch in case of a power failure, but do we know where the phone number is to call UK Power Networks in the event we lose power at home? Business Continuity within EEAST is just an extension of this.

Covid-19 has brought business continuity to the forefront of people's agendas over the past few months and EEAST is no exception. By implementing Business Continuity Plans we have been able to ensure that our patients have continued to have access to excellent care during a time when the Trust's top priority was (and continues to be) the welfare of our staff. Remote working solutions, enhanced IPC measures, large scale supply chain focus on PPE, recruiting volunteers and temporary workers are all examples of putting business continuity plans into action.

Does EEAST have BC incidents often?

Since January 2020 EEAST has managed 8 BC incidents! Most of these were relatively minor, such as loss of water supply to the Melbourn HQ and closure of Huntingdon Station for several hours due to a potential Legionella issue. These incidents were managed quickly and successfully due to BC plans being enacted but what if we had a catastrophic failure? What if, for some reason, AOCs were unable to take calls into the call centres or the supply of essential medical equipment and medicines were compromised?

What can you do?

Business Continuity is a Trust wide activity with every employee responsible for ensuring that we can continue to deliver our services to our patients during any type of disruption.

When people talk about emergencies we all tend to think of tragic events such as the attacks on London and Manchester. As an "emergency service" we are all well versed in how to respond to a major incident and being prepared for the worst. What if we looked at things in a wider context? Being prepared is not just for those headline grabbing disasters, power cuts, gas leaks, fires and road closures, for example, can and do happen every day, this is where Business Continuity planning comes in.

It is vitally important that all of us know where our BC plans are kept and what they tell us to do. Should you ever find yourself in the situation where you are the first to realise there is a problem in your own local functional area, you need to know what to do!



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/>