

Major Incident Plan

King George Hospital

REVIEWED DECEMBER 2011

This policy replaces all previous versions of this plan.

Please destroy all other versions of this document

All Incident and Major Incident Plans

Approval: Performance, Efficiency & Quality Board: Statutory Safety Committee	Implementation:	Review : 31.12.11 Version 5a
Responsible Officer: Director of Delivery	Advice: Safety & Emergency Planning Manager	
Core Clinical Governance Policy: Yes	Applicable to Non-Clinical Areas	

Action Cards

Action Cards – King George Hospital

Switchboard

1. Switchboard Standby
2. Switchboard Receiving
3. Switchboard Supporting
4. Switchboard Stand Down/Cancellation

Accident & Emergency

5. A&E Nurse Co-ordinator
6. On-Call Consultant (Triage Officer)
7. Accident and Emergency Admin Manager/or Deputy
8. Any Member of A&E Staff
9. A&E Nurse (Resuscitation Room)
10. A&E Nurse (Cubicles)
11. A&E Nurse (Main Waiting Room)
12. A&E Nurse (Triage)
13. A&E Consultant
14. Nurse in Charge of Controlled Drugs
15. Nurse in Charge of Stores
16. Ambulance Liaison Officer
17. Police Liaison Officer(s)

CONTROL CENTRE

18. Nominated Physician/Surgeon On-Call
19. Duty Matron/Site Manager
20. Loggists
21. Communications Manager
22. General Manager/Director on Call

GOLD COMMAND

23. Executive Director/Chief Executive
24. Medical Director/Deputy
25. Director of Nursing/Deputy
26. Loggists

OUTPATIENTS DEPARTMENT

27. Outpatients Manager/Deputy
28. Nurse (Dressing Station)
29. Patients Advice and Liaison Officer/Relatives Officer
30. Discharge Co-ordinator
31. Runners
32. Medical Records Team Leader/Deputy

MEDICAL STAFF

33. Consultant Anaesthetist/Registrar On-Call
34. Anaesthetist/SHO/Registrar
35. Consultant/Medical Staff without Specific Duties
36. On-Call Trauma Team
37. Paediatric Consultant/Registrar On-call
38. Consultant Obstetrician and Gynaecologist/Registrar On-Call
39. Consultant Orthopaedic On-Call/Registrar
40. Consultant Surgeon On-Call/Registrar

Remember to start a log of all messages and actions immediately.

Action Cards

NURSING

41. Nurse in Charge of Medical Ward
42. Nurse in Charge of Surgical Ward
43. Nurse in Charge of Paediatrics/Obstetrics/Gynaecology Wards
44. Senior Nurse – Adult Day Unit
45. Senior Nurse/Charge Nurse ITU
46. Nurse in Charge of Coronary Care Unit
47. Senior Nurse – Operating Theatres

Support Services

48. Bed Manager
49. Radiographer On-Duty
50. Haematology and Blood Transfusion Technicians
51. Biochemistry Technician
52. Physiotherapist On-Call
53. Pharmacist On-Call
54. Security Officer
55. Logistics General Manager/Deputy
56. On Duty Sterilisation Services Unit Personnel
57. Catering Manager
58. Domestic Services Manager
59. Portering Team Leader
60. Supplies Department - On-Call Personnel
61. Chaplains
62. Social Workers
63. On-Call Maintenance Officer (PTB)
64. Instrument Curators Department
65. On-Call Manager – Linen Services
66. Mortuary Staff

- Appendix A** Abbreviations
Appendix B Emergency Log Book

Remember to start a log of all messages and actions immediately.

YOUR ROLE IS TO TAKE DETAILS OF INCIDENT AND REPORT THEM TO A&E, YOU THEN CALL KEY STAFF FROM THE LIST

1

Action Card – SWITCHBOARD - Standby

PLEASE TICK AND RECORD THE TIME OF EACH ACTION ON THIS CARD
Message received is **'MAJOR INCIDENT STANDBY'**

1. Record

Time of call
Location of incident
Types of casualties
Estimated number of Casualties

2. Contact the Duty Matron/Site Manager and then the Senior Nurse in A&E via blue light phone and with the message:

'Major Incident Standby has been issued from Ambulance Control'

3. Contact the following with the message:

**'Major Incident Standby has been issued from Ambulance Control.
Please come in to the Hospital '**

General Manager on call
A&E Consultant on call
Medical Consultant on call
3 & 4 Telephonist (report directly to switchboard)
Communications Manager on call
Executive Director on call

4. AWAIT SECOND MESSAGE FROM AMBULANCE CONTROL

SWITCHBOARD – Standby	Action Card 1
SWITCHBOARD – Receiving	Action Card 2
SWITCHBOARD – Supporting	Action Card 3
SWITCHBOARD – Stand Down/Cancellation	Action Card 4

Remember to start a log of all messages and actions immediately.

4

**YOUR ROLE IS TO REPORT THE ESCALATION TO A&E
AND CALL IN KEY STAFF FROM THE LIST**

1 of 2

Action Card - SWITCHBOARD – Receiving Hospital

PLEASE TICK AND RECORD THE TIME OF EACH ACTION ON THIS CARD

Message received is

‘MAJOR INCIDENT DECLARED – RECEIVING HOSPITAL’

Record

Time of call
Location of incident
Types of casualties
Estimated number of Casualties

1. Contact the following with the message:

‘MAJOR INCIDENT DECLARED RECEIVING HOSPITAL – ACTIVATE PLAN’

- Senior Nurse A&E via the blue light phone
- General Manager on call
- Executive Director on call
- Duty Matron & Site Manager
- Telecoms Team Leader
- 3&4 Telephonist (report directly to switchboard)
- Medical Consultant on Call
- Speciality on call Registrars (**voice over message**)
- ITU – Nurse in Charge
- Bed Manager
- Communications Manager
- On-Call Maintenance Officer (PTB)

2. Contact the following on call Consultants via pagers, phones etc. with the message:

**‘MAJOR INCIDENT DECLARED, RECEIVING HOSPITAL –REPORT TO
Major Incident Control Centre,
Committee Room Management Offices**

Surgery
Orthopaedics
Anaesthetics ITU/CC
Paediatrics

Continued

Remember to start a log of all messages and actions immediately.

**YOUR ROLE IS TO REPORT THE ESCALATION TO A&E
AND CALL IN KEY STAFF FROM THE LIST**

2 of 2

2

Action Card – SWITCHBOARD – Receiving Hospitals

PLEASE TICK AND RECORD THE TIME OF EACH ACTION ON THIS CARD

Continuation of Action Card 2

Contact

Blood Transfusion or on call Haematology

Radiology or on call Radiographer

Senior Pharmacist or on call Pharmacist

Sodexo on call Manager

Senior Porter Team Leader

Security Office

Duty Hospital Chaplain

Primary Care Trust

- Barking and Dagenham PCT
- Redbridge Primary Care Trust PCT
- Havering PCT

Outpatient Manager - Office hours only

Medical Records Team leader

NOTE

Following a 'DECLARED' alert, 'STAND DOWN' can only be given by Major Incident Control Centre on the advice of Ambulance Gold Control

Remember to start a log of all messages and actions immediately.

6

**YOUR ROLE IS TO REPORT THE ESCALATION TO A&E
AND CALL IN KEY STAFF FROM THE LIST**

1 of 2

3

Action Card - SWITCHBOARD Supporting Hospital

PLEASE TICK AND RECORD THE TIME OF EACH ACTION ON THIS CARD

Message received is

**'MAJOR INCIDENT DECLARED – SUPPORTING HOSPITAL'
Record**

Time of call
Location of incident
Types of casualties
Estimated number of Casualties

1. Contact the following with the message:

'MAJOR INCIDENT DECLARED SUPPORTING HOSPITAL – ACTIVATE PLAN'

- Senior Nurse A&E via blue light phone
- General Manager on call
- Executive Director on call
- Duty Matron & Site Manager
- Telecoms Team Leader
- 3 & 4 Telephonist (report directly to switchboard)
- Medical Consultant on call
- Speciality on call Registrars (**voice over message**)
- ITU – Nurse in Charge
- Bed Manager
- Communications Manager
- On-Call Maintenance Officer (PTB)

2. Contact the following on call Consultants via pagers, phones etc. with the message:

**'MAJOR INCIDENT DECLARED, SUPPORTING HOSPITAL –
REPORT TO Major Incident Control Centre,
(Committee Room Management Offices)**

Surgery
Orthopaedics
Anaesthetics ITU/CC
Paediatrics

Continued

Remember to start a log of all messages and actions immediately.

7

**YOUR ROLE IS TO REPORT THE CANCELLATION OF
THE ALERT TO A&E AND KEY STAFF**

2 of 2

3

Action Card - SWITCHBOARD Supporting Hospital

PLEASE TICK AND RECORD THE TIME OF EACH ACTION ON THIS CARD

Continuation of Action Card 2

Contact

Blood Transfusion or on call Haematology

Radiology or on call Radiographer

Senior Pharmacist or on call Pharmacist

Sodexo on call Manager

Senior Porter Team Leader

Security Office

Duty Hospital Chaplain

Primary Care Trust

- Barking and Dagenham PCT
- Redbridge Primary Care Trust PCT
- Havering PCT

Outpatient Manager - Office hours only

Medical Records Team leader

NOTE

Following a 'DECLARED' alert, 'STAND DOWN' can only be given by Major Incident Control Room on the advice of Ambulance Gold Control

Remember to start a log of all messages and actions immediately.

8

**YOUR ROLE IS TO REPORT THE
STAND DOWN TO MICC**

1 of 2

4

Action Card – SWITCHBOARD – Stand Down / Cancellation

PLEASE TICK AND RECORD THE TIME OF EACH ACTION ON THIS CARD

Message received is

‘MAJOR INCIDENT STAND DOWN/CANCELLATION’

1. Contact the following with the message:

‘MAJOR INCIDENT STAND DOWN/CANCELLATION’

- Senior Nurse A&E via blue light phone
- General Manager on call
- Executive Director on call
- Duty Matron & Site Manager
- Telecoms Team Leader
- 3&4 Telephonist (report directly to switchboard)
- Medical Consultant on call
- Speciality on call Registrars (**voice over message**)
- ITU – Nurse in Charge
- Bed Manager
- Communications Manager
- On-Call Maintenance Officer (PTB)

2. Contact the following on call Consultants via pagers, phones etc. with the message:

‘MAJOR INCIDENT STAND DOWN/CANCELLATION,’

Surgery
Orthopaedics
Anaesthetics ITU/CC
Paediatrics

Continued/

Remember to start a log of all messages and actions immediately.

**YOUR ROLE IS TO REPORT THE
STAND DOWN TO MICC**

2 of 2

PLEASE TICK AND RECORD THE TIME OF EACH ACTION ON THIS CARD

Continuation of action card 2

Contact

Blood Transfusion or on call Haematology

Radiology or on call Radiographer

Senior Pharmacist or on call Pharmacist

Sodexo on call Manager

Senior Porter Team Leader

Security Office

Duty Hospital Chaplain

Primary Care Trust

- Barking and Dagenham PCT
- Redbridge Primary Care Trust PCT
- Havering PCT

Outpatient Manager - Office hours only

Medical Records Team leader

NOTE

Following a 'DECLARED' alert, 'STAND DOWN' can only be given by Major Incident Control Centre on the advice of Ambulance Gold Control

Remember to start a log of all messages and actions immediately.

YOUR ROLE IS TO INITIATE THE KEY ACTIONS AND TO CO-ORDINATE THE A&E DEPARTMENT DURING THE INCIDENT

5

Action Card – A & E Nurse Co-Ordinator

If the alerting message is received directly by the Accident & Emergency Department, contact the switchboard via the internal Major Incident extension 776 - they in turn will ring you back immediately.

OR:-

You will be notified by Switchboard that a Major Incident has occurred.

Inform A&E Consultants if in department.

Inform all A&E staff in department

Inform patients waiting in department of situation.

Check A&E receptionists have documentation packs – located in Major Incident cupboard.

Delegate task of alerting off duty nursing and medical staff /A&E staff.

Obtain tabards and action cards from Major Incident cupboard – you will wear a red tabard.

Hand out appropriate action cards and tabards to staff – being aware of skills and knowledge.

Assist A&E Consultant in clearing the A&E Department of existing patients.

Patients awaiting admission, accepted by referred to on call teams, arrange transfer to available beds within the hospital.

Direct other patients after triage (walking wounded) to OPD if they require treatment.

As staff arrive they will be directed to you, so you can allocate them to relevant areas and give relevant action card and tabard.

Act as sole liaison between A&E Department and A&E Consultant

**YOU WILL REMAIN IN THIS ROLE UNLESS ADVISED
BY THE A&E NURSE MANAGER**

Remember to start a log of all messages and actions immediately.

11

YOUR ROLE IS TO TRIAGE INCOMING CASUALTIES UNTIL THE ARRIVAL OF THE A&E CONSULTANT

1 of 2

9

Action Cards - ON CALL CONSULTANT (TRIAGE OFFICER)

- You will be notified by the Switchboard that a Major Incident has occurred. You will wear a white tabard.
- Inform Major Incident Control Centre - situated in Committee Room, Management Offices, Extension 4288 and A&E Nurse Co-ordinator (wearing a red tabard) as soon as you arrive. Proceed to the Accident and Emergency Ambulance Entrance.
- Obtain tabard and action card from the A&E Co-ordinator. You will wear the white tabard.
- Patients will be triaged prior to their arrival to the hospital by the Ambulance Service and their priority groups are as follows:

Priority 1	Immediate	Red Label
Priority 2	Urgent	Yellow Label
Priority 3	Delayed	Green Label
Priority 4	Expectant	Blue Label
Dead	Deceased	White

- Examine each patient and determine their condition and if necessary change label by colour code, according to seriousness of injuries.
- If the patient has a life threatening condition (red label), he/she should be taken to the Resuscitation Room or to Rooms C, D, E (single trolley per cubicle if Resuscitation is full).
- If the patient is seriously injured, yellow label, he/she should be transferred to any of the remaining cubicles.

Continued

Remember to start a log of all messages and actions immediately.

12

YOUR ROLE IS TO TRIAGE INCOMING CASUALTIES UNTIL THE ARRIVAL OF THE A&E CONSULTANT

2 of 2

- If the patient is apparently dead, white label, the patient should be transported to the mortuary.
- If any non-seriously injured, green label, patients arrive at the ambulance entrance direct them to OPD after Triage.
- If any non-seriously, injured patients deteriorate whilst in OPD they will be escorted by Nursing/Medical Staff to the Ambulance Entrance for Triage.
- Act as sole liaison between A&E Department and the A&E Consultant. Regularly
- Update A&E Consultant on numbers and types of casualties.

NB It is stressed that you do not undertake treatment but delegate this to Medical Staff available within the department. Your job is to assess all casualties as they arrive at the Accident and Emergency Department. You should work closely with the A&E Co-ordinator who will liaise direct with the Major Incident Control Centre – situated in Committee Room, Management Offices.

YOU WILL REMAIN IN THIS ROLE UNTIL RELIEVED

Remember to start a log of all messages and actions immediately.

YOUR ROLE IS TO MANAGE TO ADMINISTRATION STAFF TO ENSURE APPROPRIATE DOCUMENTATION IS MAINTAINED

- You will be notified that a Major Incident has occurred by the Accident and Emergency receptionist.
- Report to A&E Co-ordinator (wearing red tabard), and advise Major Incident Control Centre – situated in Committee Room, Management Offices of your arrival extension 4288.
- Ensure that a temporary registration desk next to the Major Incident triage point in Blue Light Corridor is set up.
- One A&E Receptionist will register each patient manually on arrival using the numbering system and name if known (further patient details may be gained later).
- Contact off duty staff.
- Complete admissions slips for all admissions and pass to nurse who is transporting patients to ward.
- Take charge of all documentation and identification of casualties. Special forms and wrist bands are kept for this purpose in navy document bags.
- All forms must be completed in quadruplicate:
 - Top copy** – acts as the A&E notes and will remain with the patient.
 - Second copy** – to the Major Incident Control Centre
 - Third copy** -to the Police Liaison Officer based in the Security Lodge in the main atrium for onward transmission the Police Casualty Bureau
- You should supervise the work of the receptionists and ensure that the Reception Points are set up correctly and supervise documentation.
- Liaise regularly with the A&E Nurse Co-ordinator wearing a red tabard.
- All patients not from Major Incident, will be directed to A&E Paediatrics Area, and be seen by triage nurse, if their condition is of sufficient severity and cannot be directed elsewhere, documentation will be manually registered in the Paediatrics A&E Area in the normal manner.

YOU WILL REMAIN IN THIS ROLE UNTIL RELIEVED

Remember to start a log of all messages and actions immediately.

YOUR ROLE IS TO ORGANISE STAFFING REQUIREMENTS TO MEET THE DEMANDS OF THE INCIDENT

- Staff telephone numbers are found in the Staff Book kept at the Nurses Station.
- Go to the A&E Manager's office, collect off duty rota on the way. Remember you still need to cover subsequent shifts.
- Start by calling people who are on days off or annual leave. Do not call staff who are rostered on next shift or worked on previous night shift.
- Return to A&E Co-ordinator (wearing red tabard) and inform her/him of your progress.

YOU WILL REMAIN IN THIS ROLE UNTIL RELIEVED

Remember to start a log of all messages and actions immediately.

YOUR ROLE IS TO CO-ORDINATE THE ACTIVITY IN THE RESUSCITATION AREA (RED AREA)

- You will be allocated this role by the A&E Co-ordinator wearing a red tabard.
- You are in charge of the resuscitation room and will wear a red tabard.
- Do not ask nurses allocated to other areas to assist you. Your needs should be communicated to the A&E Co-ordinator wearing the red tabard. Additional staff will be sent to you as soon as possible. Tabards will be allocated by the A&E Co-ordinator.
- Prepare and check area/equipment. Request further supplies from A&E Co-ordinator, wearing red tabard.
- On reception of patients ensuring the following:-
 - 1 All relevant observations are taken and recorded.
 - 2 Patients' clothing/valuables are removed and tagged (see below).
 - 3 Any information gained is documented on casualty card.
 - 4 Doctors receive adequate assistance.

Property removed from patients will be:

- Placed in property bag.
- Valuables in envelope provided.
- Patient Name/ID Number on label.
- Ensure tied.
- Transfer to care of Cashiers/Night Safe.

NB: Help and advice is available from A & E Co-ordinator wearing red tabard.

Keep Triage Officer (wearing white tabard) informed of any space that becomes available.

YOU WILL REMAIN IN THIS ROLE EVEN IF A MORE SENIOR NURSE COMES INTO THE DEPARTMENT

Remember to start a log of all messages and actions immediately.

YOUR ROLE IS TO CO-ORDINATE CARE FOR PATIENTS IN THE CUBICLES

10

Action Card – A & E NURSE (Cubicles)

- You are in charge of the cubicle area and should wear a yellow tabard.
- Do not ask nurses allocated to other areas to assist you. Your needs should be communicated to the A&E Co-ordinator wearing a red tabard. Additional staff will be sent to you as soon as possible.
- Prepare and check area/equipment. Request further supplies from A&E Co-ordinator wearing red tabard.
- On reception of patients, ensuring the following:
 - 1 Any relevant observations are taken and recorded.
 - 2 Patients' clothing/valuables are removed and tagged (see below).
 - 3 Any information gained is documented on casualty card.
 - 4 Doctors receive adequate assistance.

Property removed from patients will be:

- Placed in property bag.
- Valuables in envelope provided.
- Patient Name/ID Number on label.
- Ensure tied.
- Transfer to care of Cashiers.

NB: Help and advice is available from A&E Co-ordinator wearing red tabard.

Keep Triage Officer (wearing white tabard) informed of any space that becomes available.

**YOU WILL REMAIN IN THIS ROLE EVEN IF A MORE SENIOR NURSE
COMES INTO THE DEPARTMENT**

Remember to start a log of all messages and actions immediately.

17

YOUR ROLE IS TO TO CO-ORDINATE THE ACTIVITY IN THE MAIN WAITING ROOM

11

Action Card – A & E NURSE (Main Waiting Room)

- If necessary this area will be used for trolley patients.
- You will wear a yellow tabard to be allocated by the A&E Co-ordinator wearing red tabard.
- Do not ask Nurses allocated to other areas to assist you. Your needs should be communicated to the A&E Co-ordinator wearing a red tabard. Additional staff will be sent to you as soon as possible.
- You are responsible for those patients waiting to be seen by a doctor via the cubicles:- this includes performing simple first aid, i.e:
 - temporary dressings
 - broad arm/high arm slings
 - ice packs
- Use dressing trolley/supplies from the initial assessment room.
- Assess patients and document history on card.
- Control flow of patients (according to priority) through cubicles including re-introducing those returning from X-ray.
- Arrange review appointments.

All patients requiring transport home will be directed to the Rehabilitation Department.

NB: Help and advice is available from the A&E Co-ordinator (wearing a red tabard).

YOU WILL REMAIN IN THIS ROLE UNTIL RELIEVED

Remember to start a log of all messages and actions immediately.

18

YOUR ROLE IS TO ASSIST THE TRIAGE OFFICER WITH THE RECEPTION OF PATIENTS

12

Action Card – A & E NURSE (Triage)

- You will be allocated this role by the A&E Co-ordinator wearing a red tabard.
- You will assist the Triage Officer at the Ambulance entrance and you will wear a yellow tabard.
- In conjunction with Triage Officer the correct priority label is evident as patients are triaged. Change this labelling where necessary.

Priority 1	Immediate	Red Label
Priority 2	Urgent	Yellow Label
Priority 3	Delayed	Green Label
Priority 4	Expectant	Blue Label
Dead	Deceased	White

- Ensure each patient from the Major Incident has a numbered wristband which corresponds with a set of case notes.
- Direct patients to the appropriate areas.

YOU WILL REMAIN IN THIS ROLE UNTIL RELIEVED

Remember to start a log of all messages and actions immediately.

19

YOUR ROLE IS TO ASSIST A&E CO-ORDINATOR TO CLEAR DEPARTMENT OF EXISTING PATIENTS

13

Action Card – A & E Consultant

- You will be notified by Switchboard and/or the A&E Nurse Co-ordinator that the hospital is to receive casualties from a Major Incident. You will wear a white tabard.
- Clear the waiting room area and the main department as quickly as possible. You will have nursing assistance.
- Deploy medical staff.
- Oversee clinical management of patients.
- Monitor activity within department.
- You will be responsible for liaising with the Medical Director in the Major Incident Control Centre – situated in Committee Room, Management Offices and regularly update the Medical Director on the numbers and types of casualties.

YOU WILL REMAIN IN THIS ROLE UNTIL RELIEVED

Remember to start a log of all messages and actions immediately.

20

YOUR ROLE IS TO ENSURE THAT SUPPLIES ARE AVAILABLE TO MEET THE DEMAND OF THE INCIDENT

14

Action Card – NURSE IN CHARGE OF CONTROLLED DRUGS

- Wear identifying tabard.
- Hold CD keys.
- Check CD prescription with Nurse/Doctor from relevant area.
- Ensure prescription is correct.
- Issue/dispense drug in conjunction with Nurse/Doctor.
- Witness administration of CD.
- Ensure all relevant documentation is completed.
- Liaise with Pharmacist to ensure adequate stock levels.
- Regularly report to the Overall-in-Charge-Night (Red Tabard).

YOU WILL REMAIN IN THIS ROLE UNTIL RELIEVED

Remember to start a log of all messages and actions immediately.

21

YOUR ROLE IS TO ENSURE THAT SUPPLIES ARE AVAILABLE TO MEET THE DEMAND OF THE INCIDENT

15

Action Card – NURSE IN CHARGE OF STORES

- Wear identifying tabard.
- Base yourself in the stores area.
- Check stock levels in department.
- Anticipate and list stock required.
- Liaise with Sterile and Clinical Supplies Manager to supply stock requirements.
- Take orders and issue requirements for Nurse-in-Charge of:
 - Resuscitation
 - Majors
 - Minors
- Regularly report to the Overall-in-Charge-Nurse (Red Tabard).

YOU WILL REMAIN IN THIS ROLE UNTIL RELIEVED

Remember to start a log of all messages and actions immediately.

22

YOUR ROLE IS TO MAINTAIN COMMUNICATIONS BETWEEN AMBULANCE CONTROL AND THE RECEIVING HOSPITAL

16

YOU WILL BE LOCATED IN THE ACCIDENT AND EMERGENCY DEPARTMENT

- Report to Medical Director in the Major Incident Control Centre – situated in Committee Room, Management Offices.
- Maintain telephone/or radio communications link between the receiving Hospital and Ambulance Control at Ambulance Booking In Desk in A&E.
- Liaise with the Hospital Triage Officer and Police Liaison Officer.
- Liaise with Ambulance Control and assist with the organising of transport for nursing and medical teams if required.
- Ensure the quick turn round of ambulances bringing casualties to the Hospital and return to the incident if required.
- Ensure release of ambulance service equipment and arrange its return to the incident if required.
- Ensure maximum co-operation with the Major Incident Control Centre in regard to decanting of patients to secondary Hospitals.
- Maintain, so far as it is reasonably practicable, a log of vehicle call signs, crew names, fuel status, number of patients and equipment arriving at the Hospital.
- Liaise with Ambulance Control with regard to the throughput of patients and any problems that are developing or are likely to develop.
- Under close liaison with the Ambulance Incident Officer, arrange that bulk supplies of drugs, infusion fluids and other such items are despatched from the Pharmacy to the incident location.
- Assist with the co-ordination of Voluntary Transport at the Hospital.
- Direct runners as required.
- Remain at the Hospital subsequent to “Incident Stand Down” in order to manage continuing demands on resources for discharge/transfers.
- Prepare a report for the Chief Ambulance Officer

Action Card – AMBULANCE LIAISON OFFICER

Remember to start a log of all messages and actions immediately.

23

YOUR ROLE IS TO COLLECT AND SUBMIT DETAILS OF CASUALTIES FROM THE INCIDENT TO THE POLICE CASUALTY BUREAU

17

Action Card – POLICE LIAISON OFFICER(S)

- The Police Liaison Officer(s) will report to the Major Incident Control Centre - situated in the Committee Room, Management Offices.
- The Police Liaison Officer(s) will be based in the Security Lodge, which is situated in the main atrium and will be responsible for providing information to the Police Casualty Bureau on the number and types of casualties.
- You will collect information of casualties who have been treated as a result of the major incident from the receptionist(s) in the Accident and Emergency Department.
- The Police Liaison Officer(s) will refer enquiries from relatives/ friends of casualties to the Police Casualty Bureau.
- The Police Liaison Officer(s) will liaise with the Chaplains Team and the Relatives Officer.

Remember to start a log of all messages and actions immediately.

24

YOUR ROLE IS TO CO-ORDINATE AND CONTROL THE MEDICAL RESPONSE ACROSS THE TRUST

1 of 2

18

Based in Major Incident Control Centre – situated in Committee Room, Management Offices.

If Consultant Physician on-call arrange for another Consultant to be on-call.

- You will be notified by Switchboard that a Major Incident has occurred and the nature of the incident.
- In liaison with the Duty Matron/Site Manager arrange to clear the Outpatients Department of clinic patients and direct patients waiting for transport home, to Rehabilitation Department.
- Monitor action taken by A&E, Theatres, Laboratories, Wards and ensure appropriate additional support staff are sent where required.
- Liaise with the major incident control centre at Queens Hospital Ext 2434.
- Organise rotation of teams to ensure continuous cover.
- Liaise with Ambulance Liaison Officer in Accident and Emergency Department, on bed requirements and Hospital capacity.
- Advise Public Relations Officer on matters concerning press/media enquiry.
- Provide up to date names of casualties, progress and treatments, plus subsequent outcomes/discharges.
- If casualties start arriving before On-Call A&E Consultant arrives – appoint Surgical Registrar On-Call as Triage Officer.
- Direct runners as required.
- Arrange for Adult Day Unit to be cleared by discharging patients in order to receive transfers from A&E Department.

Continued

Action Card – NOMINATED PHYSICIAN/SURGEON ON CALL

Remember to start a log of all messages and actions immediately.

25

YOUR ROLE IS TO CO-ORDINATE AND CONTROL THE MEDICAL RESPONSE ACROSS THE TRUST

2 of 2

18

Action Card – NOMINATED PHYSICIAN/SURGEON ON CALL

Continuation of Action Card

- Deploy medical staff as necessary. Ensure that appropriate medical staff are deployed to wards to discharge or transfer to make available acute beds on designated wards.
- Designate a Doctor to take charge of Rehabilitation Department where discharged inpatients awaiting transport home will be temporarily accommodated.
- Nominate Consultant/Registrar to ensure that the hospital has adequate Cardiac Arrest Team and to identify patients who are deemed appropriate for discharge.
- Liaise with the A&E Co-ordinator in Accident and Emergency Department through internal telephone in the Major Incident Control Centre.
- At the end of the emergency ensure that there is a complete record of all casualties treated, admitted, etc.
- On receipt of the order to “stand down” from the MIO or the Senior Ambulance Officer, the Medical Co-ordinator will liaise with the Duty Matron/Site Manager and will:-
 1. Re-deploy medical staff to designated wards to enable definitive treatments to be carried out.
 2. Designate department heads to inform all hospital staff when they can stand down.
 3. Inform the EBS when the hospital is able to admit further patients.
- Remain at the Hospital subsequent to “Incident Stand Down” in order to manage continuing demands on resources for discharge/transfers.

YOU WILL REMIAN IN THIS ROLE UNTIL RELIEVED

Remember to start a log of all messages and actions immediately.

26

YOUR ROLE IS TO CO-ORDINATE AND OVERSEE THAT THE PLAN HAS BEEN IMPLEMENTED

- You will be notified by Switchboard and be the key person in management of the incident until the General Manager/Director on-call arrives.
- Make your way to the Major Incident Control Centre - situated in Committee Room, Management Offices, set up equipment and liaise with wards at King George on bed availability. Ensure that Gold Command receives half hourly (or as deemed necessary) situation reports on bed availability and staffing levels.
- Ensure that all action cards have been issued – located in the Control Centre Major Incident cupboard. Document name of Action Card Holders reporting by telephone and in person (You may need to assign this task to a Deputy).
- In conjunction with Medical and Nursing staff – identify patients who could possibly upon assessment be discharged to meet the demands of the Incident.
- Nominate an appropriate person to act as a Loggist to record actions/requests/decisions.
- Upon receipt of regular updated Bed States from the Bed Manager you must ensure that this information is communicated to the LAS and MICC Ext 4736/4738/2048 (Direct Dial 01708 504148)
- Inform nurse in charge of operating theatre if Trauma and Surgical patients are expected.
- Inform provider(s) of Non-Urgent patient transport advise them of the situation and request Urgent and Non-Urgent patient transport as appropriate, in order to deal with patients that have been identified by medical staff suitable for transfer or discharge home.
- Alert the Social Services Departments, in order that they may co-ordinate their response to visit victims, their relatives or dependants. Social Works Department King George Hospital Extension 8148. Out of hours for Redbridge residents 0208 478 3020. Barking and Dagenham residents 0208 227 2915.
- Nominate members of staff to act as Messengers/Runners/Relatives Officer.

Remember to start a log of all messages and actions immediately.

**YOUR ROLE IS TO MAINTAIN A LOG OF DECISIONS
MADE IN THE MANAGEMENT OF THE INCIDENT**

- You will be nominated for this role by the Duty Matron/Site Manager.
- You will be based in the Major Incident Control Centre situated in the Committee Room, Management Offices.
- You will be responsible for recording the management of the incident to include patient movement, staff deployment and any other communications internally/externally or as directed by the person in charge.
- You will ensure that all decisions made are entered in the events log and that the events log is kept up-to-date.

YOU WILL REMAIN IN THIS ROLE UNTIL RELIEVED

Remember to start a log of all messages and actions immediately.

**TO TAKE CHARGE OF PRESS AND PROVIDE
APPROPRIATE COMMUNICATION REGARDING THE
INCIDENT TO THE COMMUNICATION MANAGER BASED
AT QUEENS HOSPITAL**

Ext 2434

21

Action Card – COMMUNICATIONS MANAGER

- You will be notified by Switchboard that a Major Incident has occurred.
- Report to the Major Incident Control Centre - situated in the Committee Room Management Offices, for update on situation.
- You will provide a focal point for the media and assist the press in setting up in the Lecture Theatre, James Fawcett Education Centre (access out of hours is through the Security Officer) where they will wait, away from clinical areas.
- Recruit a team to assist you with communications during the incident at all BHR hospital sites.
- You will keep the media informed as required publicising enquiry number(s) to relatives and arranging access to information as appropriate, which may not need approval of Medical Director and consent of the patient.
- You will be kept informed of the current situation regarding condition and numbers of casualties by the Physician/Surgeon On-Call in the Major Incident Control Centre.
- A help line may have been issued by the Police for relatives' enquiries. This should be publicised where possible.
- You will assist the Chief Executive in preparing a post incident report for the Regional Planning Officer.

YOU WILL REMAIN IN THIS ROLE UNTIL RELIEVED

Remember to start a log of all messages and actions immediately.

29

YOUR ROLE IS TO PARTICIPATE IN THE DECISION MAKING PROCESS DURING THE INCIDENT

22

DURING AN INCIDENT BOTH KING GEORGE AND QUEEN'S HOSPITALS COULD BE DESIGNATED AS 'RECEIVING HOSPITALS' THE DECISION WHO WILL 'MAN' EITHER CONTROL CENTRE SHOULD AGREED BY THE GENERAL MANAGER AND THE DIRECTOR ON CALL

SUMMARY OF ROLE

- You will be notified by switchboard that a Major Incident has occurred upon arrival at the Hospital report to the Major incident Control Centre – situated in the Committee Room Management Offices.
- Liaise With Duty Matron/Site Manager and take over such duties as are appropriate to you professional role
- Once you have received a full handover from the Duty Matron/Site Manager/Site Manager you will manage the Incident.
- Act as central point of control. All decisions to be communicated to the strategic management leads in Gold Command.
- Ensure all information and decisions are reported and logged by the loggist
- Liaise with Major Incident Control Centre at Queen's Hospital, Ext 2434. If normal communication routes are down, put in place an alternative plan, in conjunction with the Communications manager.
- Depending on scale of incident, decide on whether to cancel out-patients and stop routine surgery.
- Liaise with communication manager to ensure correct information is given to press, public and staff.
- Co-ordinate allocation of resources such as staff in conjunction Gold Command or delegate an appropriate person to do so.
- Ensure updates on capacity are received from medical/nursing staff and communicated to the London Ambulance Liaison Officer and Queens MICC.
- Dependant on scale of incident, liase with Gold Command to ensure there is a plan for staff rest breaks and a relief shift to come on after 4 hours.
- Ensure there are plans made for a debrief at end of incident.

YOU WILL REMAIN IN THIS ROLE UNTIL RELIVED

Remember to start a log of all messages and actions immediately.

Action Card – GENERAL MANAGER/ DIRECTOR ON CALL

30

YOUR ROLE IS TO BE RESPONSIBLE FOR ASSESSING AND CONTROLLING THE RESPONSE ACROSS THE TRUST ENSURING SERVICE CONTINUITY AND RECOVERY PLANS ARE IN PLACE FOR THE AFTERMATH OF THE INCIDENT

- You will be notified by Switchboard that a Major Incident has occurred and the nature of the incident and which hospital(s) are to be receiving casualties.
- **Report to the Gold Command Incident Control Centre based in the Trust Headquarters board room.**
- You will receive regular updates from the Major Incident Control Centres at King George and Queens Hospital.
- The Director of Nursing will update you on the situation and will assist you in the decision making process of maintaining a strategic overview of the response to the incident
- You will identify staff who will be responsible to ensure that plans are in place to ensure service continuity during the incident.
- Begin the process of ensuring that recovery plans are ready to be actioned in the aftermath of the incident.

Major Incident Control Centres:

King George Hospital Ext 4288

Queens Hospital Ext 2434

YOU WILL REMAIN IN THIS ROLE UNTIL RELIEVED

Remember to start a log of all messages and actions immediately.

**YOUR ROLE IS TO BE RESPONSIBLE FOR ASSESSING
AND CONTROLLING THE CLINICAL RESPONSE ACROSS
THE TRUST ENSURING SERVICE CONTINUITY AND
RECOVERY PLANS ARE IN PLACE FOR THE
AFTERMATH OF THE INCIDENT**

- You will be notified by Switchboard that a Major Incident has occurred, the nature of the incident and which hospital(s) are to be receiving
- **Report to the Gold Command Control Centre based in Trust Headquarters board room**
- You will be responsible for assessing and controlling the Trust's medical response
- You will assist the Chief Executive in the decision making process whilst ensuring that the Trust's resources are evenly distributed and accessed
- Ensure that the General Managers/Duty Matron/Site Manager/Site Managers keep you informed of the number and types of casualties presenting to the hospital(s).
- Continue to monitor and control the Trust's medical response.
- Ensure that speciality medical support is available to meet the demands and nature of the incident.
- Organise rotation of teams and standing down to ensure continuous cover.
- You will assist the Chief Executive and Director of Nursing in identify staff who will be responsible to ensure that plans are in place to ensure service continuity during the incident.
- Assist the Chief Executive and Director of Nursing to start the process of ensuring that recovery plans are ready to be actioned in the aftermath of the incident.

Major Incident Control Centres:

King George Hospital Ext 4288
Queens Hospital Ext 2434
YOU WILL REMAIN IN THIS ROLE UNTIL RELIVED

Remember to start a log of all messages and actions immediately.

YOUR ROLE IS TO BE RESPONSIBLE FOR ASSESSING AND CONTROLLING THE NURSING RESPONSE ACROSS THE TRUST ENSURING SERVICE CONTINUITY AND RECOVERY PLANS ARE IN PLACE FOR THE AFTERMATH OF THE INCIDENT

- You will be notified by Switchboard that a Major Incident has occurred, the nature of the incident and which hospital(s) are to be receiving hospitals.
- **Report to the Gold Command Control Centre based in Trust Headquarters board room.**
- You will be responsible for assessing and controlling the Trust's nursing response.
- You will assist the Chief Executive the decision-making process whilst ensure that the Trust's resources are evenly distributed and accessed and that essential services are.
- Acquire a current bed state and staffing profile for the Trust.
- Ensure that the General Managers/Duty Matron/Site Manager/Site Managers keep you informed of the number and types of casualties presenting to the hospital(s).
- Continue to monitor and control hospitals(s) nursing response.
- Ensure that you receive regular reports from the Bed Bureau on bed status.
- Organise rotation of teams and standing down to ensure continuous cover.
- You will assist the Chief Executive and Medical Director in identify staff who will be responsible to ensure that plans are in place to ensure service continuity during the incident.
- Assist the Chief Executive and Medical Director to start the process of ensuring that recovery plans are ready to be actioned in the aftermath of the incident.

Major Incident Control Centres:

King George Hospital Ext 4288
 Queens Hospital Ext 2434
YOU WILL REMAIN IN THIS ROLE UNTIL RELIEVED

Remember to start a log of all messages and actions immediately.

**YOUR ROLE IS TO MAINTAIN A LOG OF DECISIONS
MADE IN THE MANAGEMENT OF THE INCIDENT**

26

Action Card – LOGGISTS

- You will be nominated for this role by the Duty Matron/Site Manager/Site Manager.
- You will be based in the Board Room, Trust Offices, Queens.
- You will be responsible for recording the management of the incident to include strategic planning, patient movement, staff deployment and any other communications internally/externally or as directed by the Gold Commander.
- You will ensure that all decisions made are entered in the events log and that the events log is kept up-to-date.

YOU WILL REMAIN IN THIS ROLE UNTIL RELIEVED

Remember to start a log of all messages and actions immediately.

34

YOUR ROLE IS TO PREPARE THE DEPARTMENT TO MEET THE DEMANDS OF THE INCIDENT

27

Action Card – ACTION FOR OUTPATIENTS MANAGER / DEPUTY

- Report to the Duty Matron/Site Manager/Site Manager in the Major Incident Control Centre - situated in Committee Room, Management Offices, Extension 4288.
- Report to Outpatient Appointment Desk in the Outpatients Department which should be used as a base throughout the incident.
- Call in additional clerical staff. All staff called in must report to the Outpatients Department Manager.
- Deploy clerical staff as necessary Outpatients Department, Major Incident Control Centre, Accident and Emergency Department, James Fawcett Centre and Rehabilitation.
- Nominate experienced qualified nurses to set up dressing station in Treatment Room (see Action Card 28).
- Appoint Relatives Officer to man reception in Main Atrium (see Action Card 29).
- Appoint Discharge Co-ordinator to care for patients awaiting discharge home who require transport home to the Rehabilitation Department (see Action Card 30).
- All outpatient appointment cards should be collected before patients leave the department in order that a further appointment may be sent to them once the incident has been “stood down”.
- Liaise with Duty Matron/Site Manager/Site Manager with regard to deploying nursing staff within the department.
- Co-ordinate the arrival of support staff keeping record of name, role and department (it may be necessary to ask some staff to leave).
- Assign “runners” to assist bed manager to ensure links with MICC.

YOU WILL REMAIN IN THIS ROLE UNTIL RELIEVED

Remember to start a log of all messages and actions immediately.

35

YOUR ROLE IS TO CO-ORDINATE DRESSING STATION – OUTPATIENTS DEPARTMENT

28

**TO SET UP IN THE TREATMENT ROOM (BETWEEN BASE 3 & 4) AREA
IF WARRANTED AND ENOUGH STAFF AVAILABLE.**

- You are in charge of this area and be responsible for setting up a Dressing Station.
- Do not ask nurses allocated to other areas to assist you. Your needs should be communicated to the Outpatients Manager. Additional staff will be sent to you as soon as possible.
- Stock and prepare area for minor dressings etc.
- Supervise staff sent to help you. Give advice where needed.
- Treat patients (minor cases – green label). Record relevant observations, information and treatment given.
- If patient needs to be seen by doctor – refer to medical staff.
- All patients discharged will be taken to the Rehabilitation Department.

NB: Help and advice is available from the Outpatients Manager.

Action Card – DRESSINGS NURSE

YOU WILL REMIAN IN THIS ROLE UNTIL RELIEVED

Remember to start a log of all messages and actions immediately.

36

YOUR ROLE IS TO BE RESPONSIBLE FOR SUPPORTING PATIENTS, RELATIVES AND CO-ORDINATING INFORMATION AND PROVIDING ASSISTANCE FOR THEM

29

OUT OF OFFICE HOURS A RELATIVES OFFICER WILL BE APPOINTED BY A MEMBER OF THE CHAPLAIN'S TEAM

Based in Main Atrium

- Upon arrival at the hospital you will report to the Major Incident Control Centre situated in the Committee Room, Management Offices, for an update on the situation.
- You will nominate a member of staff to man the reception desk who will have the responsibility of ensuring members of the public have a point of contact.
- In liaison with the Chaplain's Team arrange for distressed relatives/friends to be escorted to the James Fawcett Education Centre where they will be placed in the care of a Chaplain.
- Direct any enquiries concerning casualties to the Police Bureau which will ensure that patient confidentiality is adhered to at all times.
- Liaise with the contractor who provides the catering service and ensure that refreshments are made available in the James Fawcett Education Centre.
- Arrange continuous cover for yourself and the person manning the reception ensuring that a full handover at the end of your duty.
- Ensure that all staff within your area of responsibility attend a departmental debriefing session.

Action Card – PATIENTS ADVICE AND LIAISON OFFICER / RELATIVES OF OFFICER

YOU WILL REMAIN IN THIS ROLE UNTIL RELIEVED

Remember to start a log of all messages and actions immediately.

37

YOUR ROLE IS TO CARE FOR PATIENTS AWAITING DISCHARGE

30

- You will be allocated role by Outpatients Manager.
- You will clear the Rehabilitation Department for use as patients' discharge lounge.
- You will receive patients from A&E and Outpatients Department once they have been treated and advise Police Liaison Officer based in the Security Lodge on Ext 2127 of each discharge.
- You will offer support to patients, facilitating appropriate follow up through Social Work Department and own GPs.
- You will arrange for patients' food and drinks to be sent to the discharge lounge as required.
- You will arrange transport home for appropriate patients.
- You will keep a record of all actions and time of discharge.

Action Card – DISCHARGE CO-ORDINATOR

YOU WILL REMAIN IN THIS ROLE UNTIL RELIEVED

Remember to start a log of all messages and actions immediately.

38

YOUR ROLE IS TO ACT AS A “RUNNER” BETWEEN THE CONTROL ROOM AND OTHER AREAS OF THE HOSPITAL UNDERTAKING DUTIES AS REQUIRED

31

(SUITABLE HOSPITAL PERSONNEL- I.E. SECRETARIES, ETC)

OPD Manager will allocate the role.

You will:

- Collect information from key areas on response/special requirements.
- You will relay messages to and from the Major Incident Control Centre - situated in Committee Room, Management Offices) and other areas as required
- Be prepared to undertake other duties as requested

Action Card – RUNNERS

YOU WILL REMAIN IN THIS ROLE UNTIL RELIEVED

Remember to start a log of all messages and actions immediately.

39

**YOUR ROLE IS TO ENSURE THAT THE SERVICE MEETS
THE DEMANDS OF THE INCIDENT**

32

Action Card – MEDICAL RECORDS TEAM LEADER / DEPUTY

- You will be notified by switchboard that a Major Incident has occurred.
- Upon your arrival at the Medical Records Store advise the Major Incident Control Centre of your arrival who will update you on the number and types of casualties.
- Ensure that requests for medical records are dealt with in a timely manner and dispatched to the relevant ward/department.
- If the incident occurs out of hours call in additional staff to cope with the demands of the incident.
- Ensure that business continuity/recovery plans are in place to deal with the day to day demands of the service and from the demand of the major incident

YOU WILL REMAIN IN THIS ROLE UNTIL RELIEVED

Remember to start a log of all messages and actions immediately.

40

YOUR ROLE IS TO CO-ORDINATE THE DEPLOYMENT OF ALL ANAESTHETISTS, SUPPORTING THE MAJOR INCIDENT

33

- You will be notified by Switchboard that a Major Incident has occurred.
- Report to the Major Incident Control Centre – situated in Committee Room, Management Offices.
- In liaison with the Medical Director, deploy anaesthetic cover in Resuscitation Area, Accident & Emergency Department.
- Co-ordinate and assist in resuscitation of patients.
- If more help is required advise Major Incident Control Centre through nurse in Resuscitation Room via A&E Co-ordinator.

NB: Patients with red labels attached demand immediate attention.

Action Card – ON CALL CONSULTANT ANAESTHETIST / REGISTRAR

YOU WILL REMAIN IN THIS ROLE UNTIL RELIEVED

Remember to start a log of all messages and actions immediately.

41

YOUR ROLE IS TO SUPPORT THE MANAGEMENT OF CRITICALLY ILL PATIENTS IN ITU AND WARD AREAS

34

- You will be notified by Switchboard that a Major Incident has occurred.
- Report to Major Incident Control Centre – situated in Committee Room, Management Offices.
- Inform the Nurse in charge in ITU/CCU that an incident has occurred and arrange transfers as required.
- Be prepared to assist in any area where skills are required.

NB: Patients with red labels attached demand immediate attention.

Action Card – ANAESTHETIC SHO / REGISTRAR

YOU WILL REMAIN IN THIS ROLE UNTIL RELIEVED

Remember to start a log of all messages and actions immediately.

42

**YOUR ROLE IS TO ACT AS DIRECTED
BY THE MEDICAL DIRECTOR**

- You will be notified by switchboard that a Major Incident has occurred.
- Report to Medical Co-ordinator in the Major Incident Control Centre - situated in Committee Room, Management Offices, for deployment where necessary.
- Act as directed by Medical Co-ordinator.

**Action Card – CONSULTANT / MEDICAL STAFF ON DUTY
WITHOUT SPECIFIC DUTIES**

YOU WILL REMAIN IN THIS ROLE UNTIL RELIEVED

Remember to start a log of all messages and actions immediately.

YOUR ROLE IS TO TREAT INJURED PATIENTS FROM THE INCIDENT

36

- You will be notified via Switchboard that a Major Incident has occurred.
- Report to the A&E Department and under the direction of the Triage Officer diagnose, treat and arrange for subsequent management of patients with colleagues of other disciplines.
- If further assistance is required, please advise the Major Incident Control Centre through a runner.

NB: Patients with red labels attached demand immediate attention.

Action Card – On Call Trauma Team

YOU WILL REMAIN IN THIS ROLE UNTIL RELIEVED

Remember to start a log of all messages and actions immediately.

44

YOUR ROLE IS TO TRIAGE AND TREAT CHILDREN ADMITTED FROM THE INCIDENT

37

- You will be notified by Switchboard that a Major Incident has occurred.
- Report to the Major Incident Control Centre, situated in Committee Room, Management Offices.
- If a number of children are involved, request Consultant colleague's assistance - Accident and Emergency.
- Identify beds and patients suitable to be discharged home.
- Identify patients suitable for transfer, liaise with receiving hospital.
- Liaise with Bed Manager.
- If necessary arrange for second Consultant to support Consultant Anaesthetist.
- Receive children direct from Accident and Emergency following triage to ward area.
- Ensure sufficient Paediatric cover.

**Action Card – PAEDIATRIC CONSULTANT / REGISTRAR
ON CALL**

YOU WILL REMAIN IN THIS ROLE UNTIL RELIEVED

Remember to start a log of all messages and actions immediately.

45

YOUR ROLE IS TO ACT AS DIRECTED BY THE MEDICAL DIRECTOR

38

- You will be notified by Switchboard that a Major Incident has occurred.
- Report to the Major Incident Control Centre situated in Committee Room, Management Offices.
- Identify patients suitable to be discharged home.
- Identify patients suitable for transfer, liaise with receiving hospitals.
- If necessary arrange for second Consultant to support Consultant Anaesthetist.

Action Card – CONSULTANT OBSTETRICIAN AND GYNAECOLOGIST / REGISTRAR ON CALL

YOU WILL REMAIN IN THIS ROLE UNTIL RELIEVED

Remember to start a log of all messages and actions immediately.

46

YOUR ROLE IS TO ACT AS RECEPTION/TRIAGE DOCTOR

39

This role may be designated as Reception / Triage by Medical Director

Based in A & E Department if designated as Reception / Triage doctor.

- Report to Major Incident Control Centre – situated in Committee Room, Management Offices.
- Liaise with Theatre Manager and alert consultant colleagues or operate 'call-in' system for Directorate.
- Identify beds and patients for transfer.

Having assessed need in liaison with the Medical Director:

- Transfer patients and prepare team for theatre.
- Arrange for another Consultant to be on-call if designated Reception Triage doctor.

Action Card –
CONSULTANT ORTHOPAEDIC / REGISTRAR
ON CALL

YOU WILL REMAIN IN THIS ROLE UNTIL RELIEVED

Remember to start a log of all messages and actions immediately.

47

YOUR ROLE IS TO ACT AS DIRECTED BY THE MEDICAL DIRECTOR

40

Action Card – CONSULTANT SURGEON ON CALL/REGISTRAR

This role may be designated as Reception / Triage by Medical Director.

Based in A&E Department if designated as Reception/Triage doctor.

- Report to Major Incident Control Centre – situated in Committee Room, Management Offices.
- Liaise with Theatre Manager and alert consultant colleagues or operate 'call-in' system for Directorate.
- Identify beds and patients for transfer.

Having assessed need in liaison with the Medical Director:

- Transfer patients and prepare team for theatre.
- Arrange for another Consultant to be on-call if designated Reception Triage doctor.

YOU WILL REMAIN IN THIS ROLE UNTIL RELIEVED

Remember to start a log of all messages and actions immediately.

48

YOUR ROLE IS TO ASCERTAIN THE NUMBER OF PATIENTS ON YOUR WARD WHO COULD BE TRANSFERRED OR DISCHARGED TO PREPARE YOUR WARD FOR THE RECEIPT OF MAJOR INCIDENT CASUALTIES

- You will be notified by the Duty Matron/Site Manager/Site Manager that the Hospital is to receive casualties from a Major Incident. She will have some knowledge of numbers and categories of injury/illness.
- Identify with medical staff/Discharge Co-ordinator the following patients:
 - a) Immediate discharge
 - b) Discharge if necessary
 - c) Patients who could be transferred to another Hospital
 - d) Patients who must remain in Hospital
- Ensure that all notes and bed bay notice boards are appropriately labelled with the above identification (a,b,c,d).
- Pack up patients' property for Group A = Immediate discharge. Label the property clearly for Group C patients, prepare notes and X-rays to go with patient.
- Be prepared to accept ITU/CC patients.
- Liaise with portering staff to arrange the movement of patients for discharge to the Rehabilitation/Discharge Lounge as required.
- Inform the relevant parties for normal discharge as far as possible (Social Services, District Nursing Services, GPs etc).
- Call in additional staff.
- Liaise regularly with the Bed Manager.

NB: Staff may be asked to support in other areas.

YOU WILL REMAIN IN THIS ROLE UNTIL RELIEVED

Remember to start a log of all messages and actions immediately.

YOUR ROLE IS TO ASCERTAIN THE NUMBER OF PATIENTS ON YOUR WARD WHO COULD BE TRANSFERRED OR DISCHARGED TO PREPARE YOUR WARD FOR THE RECEIPT OF MAJOR INCIDENT CASUALTIES

- You will be notified by the Duty Matron/Site Manager/Site Manager that the Hospital is to receive casualties from a Major Incident. She will have some knowledge of numbers and categories of injury/illness.
- Identify with medical staff/Discharge Co-ordinator the following patients:
 - a) Immediate discharge
 - b) Discharge if necessary
 - c) Patients who could be transferred to another Hospital
 - d) Patients who must remain in Hospital
- Ensure that all notes and bed bay notice boards are appropriately labelled with the above identification (a,b,c,d).
- Pack up patients' property for Group A = Immediate discharge. Label the property clearly for Group C patients, prepare notes and X-rays to go with patient.
- Be prepared to accept ITU/CC patients.
- Liaise with portering staff to arrange the movement of patients for discharge to the Rehabilitation/Discharge Lounge as required.
- Inform the relevant parties for normal discharge as far as possible (Social Services, District Nursing Services, GPs etc).
- Call in additional staff.
- Liaise regularly with the Bed Manager.

NB: Staff may be asked to support in other areas.

YOU WILL REMAIN IN THIS ROLE UNTIL RELIEVED

Remember to start a log of all messages and actions immediately.

YOUR ROLE IS TO ASCERTAIN THE NUMBER OF PATIENTS ON YOUR WARD WHO COULD BE TRANSFERRED OR DISCHARGED TO PREPARE YOUR WARD FOR THE RECEIPT OF MAJOR INCIDENT CASUALTIES

- You will be notified by the Duty Matron/Site Manager/Site Manager that the Hospital is to receive casualties from a Major Incident. She/He will have some knowledge of numbers and categories of injury/illness.
- Identify with medical staff/Discharge Co-ordinator the following patients:
 - a) Immediate discharge
 - b) Discharge if necessary
 - c) Patients who could be transferred to another Hospital
 - d) Patients who must remain in Hospital
- Ensure that all notes and bed bay notice boards are appropriately labelled with the above identification (a,b,c,d).
- Pack up patients' property for Group A = Immediate discharge. Label the property clearly for Group C patients, prepare notes and X-rays to go with patient.
- Be prepared to accept ITU/CC patients.
- Liaise with portering staff to arrange the movement of patients for discharge to the Rehabilitation/Discharge Lounge as required.
- Inform the relevant parties for normal discharge as far as possible (Social Services, District Nursing Services, GPs etc).
- Call in additional staff.
- Liaise regularly with the Bed Manager.

NB: Obstetrics/Paediatrics will only be involved if there are:

- a. Pregnant women,
- or
- b. Children

Staff may be asked to support in other areas.

YOU WILL REMAIN IN THIS ROLE UNTIL RELIEVED

Remember to start a log of all messages and actions immediately.

**YOUR ROLE IS TO STAFF AND READY THE ADULT DAY
UNIT WARD AREA FOR THE RECEPTION OF
CASUALTIES BEFORE BEING TRANSFERRED TO
HOSPITAL WARDS**

- You will be notified by the Duty Matron/Site Manager that the Hospital is to receive casualties from a Major Incident. She/He will have some knowledge of numbers and categories of injury/illness.
- Report to the Major Incident Control Centre – situated in Committee Room, Management Offices.
- **Monday to Friday** during operating hours clear the Department as quickly as possible.
- **Out of hours** proceed to the Adult Day Surgery Unit and join other staff as delegated by the Duty Matron/Site Manager.
- Prepare the Unit and receive casualties from the Accident and Emergency Department. Provision of necessary supplies can be arranged through the Major Incident Control Room. Casualties will be prepared for Wards and Main Theatres from this point.
- Casualties not requiring theatre will be transferred from the Unit to the Wards as agreed by the Duty Matron/Site Manager.
- Call in additional staff.
- Liaise regularly with the Bed Manager.

Remember to start a log of all messages and actions immediately.

YOUR ROLE IS TO PREPARE THE WARD FOR THE RECEIPT OF PATIENTS FROM THE INCIDENT

45

Action Card – SENIOR NURSE / CHARGE NURSE ITU

- You will be notified by the Duty Matron/Site Manager that the Hospital is to receive casualties from a Major Incident. She/He will have some knowledge of numbers and categories of injury/illness.
- Report to the Major Incident Control Centre – situated in Committee Room, Management Offices.
- In conjunction with the Medical Staff, and general wards transfer existing patients whenever possible.
- Prepare the ITU for incoming patients requiring intensive care.
- Call in additional staff.
- Liaise regularly with the Bed Manager.

YOU WILL REMAIN IN THIS ROLE UNTIL RELIEVED

Remember to start a log of all messages and actions immediately.

53

YOUR ROLE IS TO ASCERTAIN THE NUMBER OF PATIENTS ON YOUR WARD WHO COULD BE TRANSFERRED OR DISCHARGED TO PREPARE YOUR WARD FOR THE RECEIPT OF MAJOR INCIDENT CASUALTIES

- You will be notified by the Duty Matron/Site Manager that the Hospital is to receive casualties from a Major Incident. She/He will have some knowledge of numbers and categories of injury/illness.
- Identify with medical staff/Discharge Co-ordinator the following patients:
 - a) Immediate discharge
 - b) Discharge if necessary
 - c) Patients who could be transferred to another hospital
 - d) Patients who must remain in hospital
- Ensure that all notes and bed bay notice boards are appropriately labelled with the above identification (a,b,c,d).
- Pack up patients' property for Group A = Immediate discharge. Label the property clearly for Group C patients, prepare notes and X-rays to go with patient.
- Be prepared to accept ITU patients.
- Liaise with portering staff to arrange the movement of patients for discharge to the Rehabilitation/Discharge Lounge as required.
- Inform the relevant parties for normal discharge as far as possible (Social Services, District Nursing Services, GPs etc).
- Call in additional staff.
- Liaise regularly with the Bed Manager.

NB: Staff may be asked to give support in other areas.

YOU WILL REMAIN IN THIS ROLE UNTIL RELIEVED

Remember to start a log of all messages and actions immediately.

YOUR ROLE IS TO PREPARE THE DEPARTMENT FOR THE RECEIPT OF PATIENTS FROM THE INCIDENT

47

Action Card – SENIOR NURSE OPERATING THEATRES

- You will be notified by the Duty Matron/Site Manager that the Hospital is to receive casualties from a Major Incident. She/He will have some knowledge of numbers and categories of injury/illness.
- Report to the Major Incident Control Centre – situated in Committee Room, Management Offices.
- Call in available personnel to staff theatres as appropriate.
- Contact Theatre General Manager and Matron
- Prepare theatres for reception of casualties as required
- Arrange for additional sterile/instruments through TSSU as required.
- Review elective work and reschedule as necessary in co-operation with medical staff/wards.
- Liaise regularly with the Major Incident Control Centre, Extension 4288.

YOU WILL REMAIN IN THIS ROLE UNTIL RELIEVED

Remember to start a log of all messages and actions immediately.

55

ESTABLISH A LIVE BED STATE AND CO-ORDINATE THE RAPID DISCHARGE OF INPATIENTS

48

Action Card – BED MANAGER

- You will be notified by the switchboard that a major incident has occurred.
- Report to the Major Incident Control Centre situated in the Committee Room – Management Offices.
- Visit all wards to establish bed state together with information regarding actual and potential discharges remind all wards to contact you when patients are actually discharged.
- Co-ordinate the flow of patients from the A&E department to the designated wards
- Identify all delayed discharges/transfers to the Duty Matron/Site Manager who will then endeavour to resolve any issues around discharges/transfers.
- Provide 'trouble shooting support' for discharge /transfer arrangements e.g. transport, pharmacy etc in order to fast track the process.
- Ensure that the MICC is given regular updates on bed status.
- Liaise with the admissions office regarding elective admissions and advise the Duty Matron/Site Manager of any cancellation for the forth-coming days.
- Continue with these duties until stand down from the Duty Matron/Site Manager

YOU WILL REMAIN IN THIS ROLE UNTIL RELIEVED

Remember to start a log of all messages and actions immediately.

56

YOUR ROLE IS TO PREPARE THE DEPARTMENT TO MEET THE DEMANDS OF THE INCIDENT

49

Action Card – RADIOGRAPHER KGH

- You will be notified by switchboard that a Major Incident has been declared.
- The most senior Radiographer will report to the Major Incident Control Centre situated in the Committee Room Management Offices.
- All radiology staff on site should be notified that there is a major incident. Staff should not leave the hospital until “stand down” instructions have been received.
- Out of hours, call in additional staff to assist in managing the incident.
- Clear all patient areas of non-essential work.
- Move additional mobile unit to resus/majors area.
- When staffing level permits, appoint a senior radiographer in A&E to direct patients to appropriate areas of radiology for imaging.
- Liase regularly with the major incident control centre through a runner.

YOU WILL REMAIN IN THIS ROLE UNTIL RELIEVED

Remember to start a log of all messages and actions immediately.

57

YOUR ROLE IS TO PREPARE THE DEPARTMENT TO MEET THE DEMANDS OF THE INCIDENT

50

- You will be notified by Switchboard that a Major Incident has occurred.
- Outside normal hours, call in additional staff according to local procedure and liaise with Biochemistry on-call staff.
- Notify Head Biomedical Scientist and on-call Consultant Haematologist.
- Contact Major Incident Control Centre – situated in Committee Room, Management Offices, Extension 4288.
- If nerve gas antidote Pralidoxime Mesylate (P2S) is required this will be ordered by the Ambulance Service and delivered to the Blood Bank.
- Continue working until relieved or “stand down” instructions received.

Action Card – HAEMATOLOGY AND BLOOD TRANSFUSION TECHNICIANS

YOU WILL REMAIN IN THIS ROLE UNTIL RELIEVED

Remember to start a log of all messages and actions immediately.

58

YOUR ROLE IS TO PREPARE THE DEPARTMENT TO MEET THE DEMANDS OF THE INCIDENT

- You will be notified by Switchboard that a Major Incident has occurred.
- Report to the Major Incident Control Centre – situated in Committee Room, Management Offices – Extension 4288.
- You will be notified of:
 - Nature of Incident
 - Place of Incident
 - Estimated number of casualties
- Notify Head Biomedical Scientist and most Senior (or on call) Clinical Biochemist.
- Telephone other members of biochemistry staff as required.
- Liaise regularly with the Major Incident Control Centre through most Senior MLSO.
- Follow local instructions to ensure all analysers, air tub etc. are functional and ready.
- Out of routine hours, liaise with the on call haematology staff and assist in anyway possible whilst maintaining the biochemistry service.
- Continue working until relieved or 'stand down' instructions received.

YOU WILL REMAIN IN THIS ROLE UNTIL RELIEVED

Remember to start a log of all messages and actions immediately.

YOUR ROLE IS TO ACT IN LIAISON WITH THE MEDICAL DIRECTOR

- You will be notified by Switchboard that a Major Incident has occurred.
- Report to the Major Incident Control Centre – situated in Committee Room, Management Offices to establish the situation and type of incident.
- Arrange for appropriate staff to be called in to assist to facilitate medical and nursing teams. The main role of these staff will be:
 - Orthopaedic orientated staff: Assessment of patients onto mobility aids for discharge
 - Acute care orientated staff (on call): Support ventilated patients long side medical teams, acute respiratory conditions, observations.
 - Occupational Therapy staff: Facilitate provision of aids and services to ensure safe and rapid discharge (as available).

All other staff will be called as needed to:

- Assist in Discharge Lounge.
- Assist in portering duties.
- Act as Runner if instructed.
- Liaise regularly with the Major Incident Control Centre through runner.

During weekends and bank holidays:

- Call in further support to continue ongoing intensive therapy for patients and to facilitate further assessments for timely discharge

YOU WILL REMIAN IN THIS ROLE UNTIL RELIEVED

Remember to start a log of all messages and actions immediately.

YOUR ROLE IS TO PREPARE THE DEPARTMENT TO MEET THE DEMANDS OF THE INCIDENT

53

Action Card – PHARMACIST ON CALL

- You will be notified by Switchboard that a Major Incident has occurred and the nature of the incident.
- Report to the Major Incident Control Centre – situated in Committee Room, Management Offices, Extension 4288
- Contact Chief Pharmacist and Senior Principal Pharmacists and call in staff as per Pharmaceutical Service Plan (available in the on-call file, procedure files in each section and central procedure files in the Pharmacy Offices).
- Referring to the Pharmaceutical Service Plan, action the following:-
- Prepare to provide additional drugs to the A&E Department, other departments and wards as required.
- Order additional supplies as necessary.
- Liaise regularly with the Major Incident Control Centre through runner.

YOU WILL REMAIN IN THIS ROLE UNTIL RELIEVED

Remember to start a log of all messages and actions immediately.

61

YOUR ROLE IS TO MAINTAIN A SECURE ENVIRONMENT FOR ALL THOSE ON SITE

- You will be notified by switchboard that a Major Incident has occurred via your bleep.
 - Collect security tabards, action cards from the Security Office.
 - Liaise with the following:-

Duty Team Leader (Portering)

Until the arrival of the Security & Traffic Services Manager or nominated deputy and arrange the following:-

- Call in additional security staff.
 - Collection of two-way radios/backup mobile telephones.
 - Distribute tabards, action cards and communication equipment to the relevant staff.
 - Ensure that access to locked/closed areas are available.
- Organise a security presence at the following locations:-

Main Entrance – Barley Lane

- Direct emergency vehicles and vehicles – to the A&E Department.
- Direct relatives, press and visitors to their designated areas.
- Enquiries to Relatives Officer, Main Entrance
- Press – James Fawcett Education Centre (Lecture Theatre Block 1).
- Visitors – to the respective ward or department.
- Keep hospital entrance and roadway leading to the A&E Department free of congestion.
- Control/direct traffic entering/leaving the hospital site.

Hospital Exit – Barley Lane

- Control/direct traffic leaving the hospital site.
- **Log all calls and subsequent action taken**

IF CHEMICAL INCIDENT TAKE ADVICE FROM TRIAGE OFFICER

Remember to start a log of all messages and actions immediately.

**YOUR ROLE IS TO ENSURE THE PROVISION OF
TRANSPORT AND SECURITY STAFF TO MEET THE
DEMANDS OF THE INCIDENT**

55

Action Card – LOGISTICS GENERAL MANAGER / DEPUTY

- You will be notified by switchboard that a Major Incident has occurred.
- Report to the Major Incident Control Centre – situated in Committee Room, Management Offices.
- Liaise with security staff, Customer Services Manager (Initial Healthcare) and the Police.
- Assess the security and traffic management requirements of the hospital.
- **NOTIFY and request the Departments below to implement their Departmental Emergency Plan**
 - Logistics
 - Transport
 - Patient Transport
 - Security KGH
 - Sideshow – Security Queens

IF CHEMICAL INCIDENT TAKE ADVICE FROM TRIAGE OFFICER

YOU WILL REMAIN IN THIS ROLE UNTIL RELIEVED

Remember to start a log of all messages and actions immediately.

63

YOUR ROLE IS TO PREPARE STREILE SERVICES TO MEET THE DEMANDS OF THE INCIDENT

56

- You will be notified by Switchboard that a Major Incident has occurred.
- Report to the Major Incident Control Centre – situated in Committee Room, Management Offices.
- Assess the stocks available in the Hospital.
- Call in staff to increase production if necessary.
- Liaise with the Accident and Emergency, Theatres and ITU regarding sterile supplies.
- Arrange for distribution of supplies to Theatres, Wards and Departments.
- Liaise regularly with the Major Incident Control Centre through runner

Action Card – ON DUTY STERILISATION SERVICES PERSONNEL

YOU WILL REMAIN IN THIS ROLE UNTIL RELIEVED

Remember to start a log of all messages and actions immediately.

64

**YOUR ROLE IS TO ENSURE THAT REFRESHMENTS
ARE AVAILABLE TO AREAS DEALING WITH THE
INCIDENT WHILST MAINTAINING SERVICE CONTINUITY**

57

Action Card – CATERING MANAGER

- You will be notified by the Senior Porter on duty that a Major Incident has occurred.
- Report to the Major Incident Control Centre – situated in Committee Room, Management Offices.
- Arrange for the provision of refreshments/catering provision to various areas including Accident & Emergency, Theatres, Major Incident Control Centre, Rehabilitation Department and James Fawcett Education Centre/
- Arrange in conjunction with the Chaplain for the allocation of volunteers to serve beverages and refreshments in all these areas. In the absence of volunteers, it will be necessary to get Catering or other staff for this purpose.
- Liaise with the Major Incident Control Centre about the long term implications of the Incident and whether additional patient meals or staff dining room facilities might be required.
- Staff may require refreshments at their stations, suitable drinks and sandwiches should be provided.
- Liaise regularly with the Major Incident Control Centre through runner.

YOU WILL REMAIN IN THIS ROLE UNTIL RELIEVED

Remember to start a log of all messages and actions immediately.

65

**YOUR ROLE IS TO ENSURE THAT SUFFICIENT
NUMBERS OF PERSONNEL ARE AVAILABLE TO DEAL
WITH THE DEMANDS OF INCIDENT WHILST
MAINTAINING SERVICE CONTINUITY**

58

Action Card – DOMESTIC SERVICES MANAGER

- You will be notified by the Senior Porter on duty that a Major Incident has occurred.
- Report to the Major Incident Control Centre – situated in Committee Room, Management Offices.
- Organise a cleaning team.
- Prepare to provide additional linen to wards and departments.
- Provide cleaning team to A&E department, prepare to provide cleaning teams to other departments and wards as necessary.
- Liaise regularly with the Major Incident Control Centre through runner.

YOU WILL REMAIN IN THIS ROLE UNTIL RELIEVED

Remember to start a log of all messages and actions immediately.

66

YOUR ROLE IS TO ENSURE THAT SUFFICIENT NUMBERS OF PERSONNEL ARE AVAILABLE TO DEAL WITH THE DEMANDS OF INCIDENT WHILST MAINTAINING SERVICE CONTINUITY

59

Action Card – PORTERING TEAM LEADER

- You will be notified by Switchboard that a Major Incident has occurred.
- Upon arrival at the hospital report to the Major Incident Control Centre – situated in the Committee Room, Management Offices.
- Arrange for additional staff to be on duty in the Accident and Emergency and X-ray Departments.
- Designate staff to ensure that wheelchairs are readily available in the Accident and Emergency Department to aid the speedy transfer of patients to wards and departments
- Ensure that portering staff are available to transfer patients who have been identified for discharge to the Rehabilitation Department.
- Ensure that staffing level are adequate to cope with the activities associated with the incident.
- Liaise regularly with the Major Incident Control Centre

YOU WILL REMAIN IN THIS ROLE UNTIL RELIEVED

Remember to start a log of all messages and actions immediately.

67

YOUR ROLE IS TO ENSURE THAT SUFFICIENT NUMBERS OF PERSONNEL ARE AVAILABLE TO DEAL WITH THE DEMANDS OF INCIDENT WHILST MAINTAINING SERVICE CONTINUITY

60

- You will be notified by the switchboard that a major incident has occurred.
- Upon arrival at the hospital report to the Major Incident Control Room – situated in Committee Room, Management Offices and inform the Duty Matron/Site Manager of your attendance and the internal telephone number that you can be contacted on.
- Ensure that requests from Wards and Departments for additional supplies are dealt with immediately in order to meet the demands of the incident.
- If the situation demands it call in additional staff to handle the situation.

Action Card – SUPPLIES DEPARTMENT ON CALL PERSONNEL

YOU WILL REMAIN IN THIS ROLE UNTIL RELIEVED

Remember to start a log of all messages and actions immediately.

68

YOUR ROLE IS TO PROVIDE SPIRITUAL SUPPORT

1 of 2

61

Action Card – CHAPLAINS

- You will be notified by Switchboard that a Major Incident has occurred.
- Report to the Major Incident Control Centre – situated in Committee Room, Management Offices.
- The On-call Chaplain to contact other Chaplains and request their attendance at the Hospital.
- The On-call Chaplain to meet other Chaplains at reception and to allocate them to areas of need.
 - a) One Chaplain may work in A&E with patients waiting for treatment and staff as necessary.
 - b) One Chaplain to work, Mortuary, James Fawcett Education Centre and Outpatients Department.
- Telephone Parish Priests/Ministers for their help if workload too great for Chaplains. Lists will be held by Chaplains.
- Arrange private rooms for arrival of bereaved relatives in James Fawcett Education Centre/Outpatients.
- Contact key personnel with appropriate counselling skills through Chaplains/Social Work Department and advise of rooms in use and ask them to be available.
- Liaise with Police for regular updates on impending arrival of relatives and receive as appropriate.
- Keep records of all relatives seen.
- Contact League of Friends' volunteers and establish yourselves within the Outpatients Department.
- Undertake role of caring and supporting relatives/others waiting in Rehabilitation/Outpatients Department.

Remember to start a log of all messages and actions immediately.

69

YOUR ROLE IS TO PROVIDE SPIRITUAL SUPPORT

2 of 2

61

Action Card – CHAPLAINS

- Liaise with the Major Incident Control Centre regarding transport requirements for the patients/relatives by voluntary organisations such as the Red Cross and St John Ambulance. Contact these agencies as required.
- Liaise with the Duty Matron/Site Manager in the Major Incident Control Centre/Social Workers as to the level of support required from voluntary organisations such as CRUSE, Samaritans and WRVS.
- Liaise with front desk regarding patient enquiries with emphasis on confidentiality and when appropriate pass to Communications Manager.
- Liaise regularly with the Major Incident Control Centre through runner or Extension 4288
- Arrange for debriefing session for staff

YOU WILL REMAIN IN THIS ROLE UNTIL RELIEVED

Remember to start a log of all messages and actions immediately.

70

YOUR ROLE IS TO SUPPORT IN THE HOME ENVIRONMENT FOR UNPLANNED PATIENT DISCHARGES

62

Action Card – SOCIAL WORKERS

- You will be notified by Switchboard that a Major Incident has occurred.
- During working hours this will be the Team Manager, out of hours this will be via for Redbridge patients 0208-478-3020 and Barking patients 0208-227-2915.
- You will be informed of the nature of the Incident and the number expected.
- You will report to Major Incident Control Centre – situated in Committee Room, Management Offices and advise on your availability.
- You will set up an interview room in Social Work Department and make yourself/team available as required.
- Liaise regularly with the Major Incident Control Centre through runner or Extension 4288.

YOU WILL REMAIN IN THIS ROLE UNTIL RELIEVED

Remember to start a log of all messages and actions immediately.

71

YOUR ROLE IS TO ENSURE THAT ALL THE PLANT IS WORKING

63

- You will be notified by Switchboard that a Major Incident has occurred.
- Follow your Departmental procedures for Major Incident.
- The responding Maintenance Officer must report to the Major Incident Control Centre – situated in Committee Room, Management Offices on arrival.
- Liaise with Nurse in Charge of A&E (wearing red tabard) to ensure all equipment and services are functioning correctly.
- Ensure that all theatre plant is working.
- Check heating levels are adequate in all areas being used.
- Liaise regularly with the Major Incident Control Centre, Extension 4288.

Action Card – ON CALL MAINTENANCE OFFICER (PTB)

YOU WILL REMAIN IN THIS ROLE UNTIL RELIEVED

Remember to start a log of all messages and actions immediately.

72

YOUR ROLE IS TO PREPARE THE DEPARTMENT TO MEET THE DEMANDS OF THE INCIDENT

64

- District Instrument Curator to be notified of any Major Incident. If unavailable contact the Clinical Liaison Officer. The District Instrument Curator will contact rest of the Instrument Curator team.
- Report to Control Centre – find out what has happened and inform them that you are here.
- Set up office area within Dermatology (First Floor Green Zone)
- Notify all Matrons, so they know where we are based.
- The Instrument Department provides medical equipment and instruments.
- Liaise with other Hospitals for additional equipment / instruments / consumables and work closely with Procurement for additional consumables
- Liaise with the Matron in charge re deployment of equipment and instruments. We will support staff by rationalising the distribution of additional equipment / instruments and arrange transfer of the equipment and support staff in any training issues of new equipment.
- Work closely with King George Hospital (transferring equipment / instruments across sites)
- Be the liaison between the Trust and Siemens
- Document where all equipment and instruments have been moved. So after the incident it can all be moved back to its rightful place.

Action Card – INSTRUMENT CURATORS DEPARTMENT

YOU WILL REMAIN IN THIS ROLE UNTIL RELIEVED

Remember to start a log of all messages and actions immediately.

73

YOUR ROLE IS TO PREPARE THE LINEN SERVICE TO MEET THE DEMANDS OF THE INCIDENT

65

- You will be notified by Switchboard that a Major Incident has occurred.
- Notify the Major Incident Control Centre – situated in the Main Reception, Education Centre Ext 4736/4738/2048 (Direct Dial 01708 504148).
- That you are prepared to meet the demands of the incident
- Ensure that laundry services are geared up and ready to meet the demands of the incident
- Call in staff to increased production if necessary.
- Liaise with Accident and Emergency, Theatres and ITU/HDU regarding linen and arrange for their distribution.
- Liaise regularly with the Major Incident Control Centre

Action Card – ON DUTY MANAGER LINEN SERVICES

YOU WILL REMAIN IN THIS ROLE UNTIL RELIEVED

Remember to start a log of all messages and actions immediately.

74

YOUR ROLE IS TO PREPARE THE DEPARTMENT TO MEET THE DEMANDS OF THE INCIDENT

66

- You will be notified by Switchboard that a Major Incident has occurred.
- Report to the Major Incident Control Centre – Committee Room, Management Offices.
- You will be informed of the numbers, types of casualties and estimated number of fatalities
- Notify the Mortuary Manager, Head Biomedical Scientist and Clinical Lead of incident.
- Out of hours call in additional mortuary staff as required.
- Liaise with Major Incident Control Centre on a regular basis.
- Ensure that adequate body storage is available to meet the demand.
- Follow local protocols and instruction from police and coroners officers to ensure demands of the mortuary are met.

Action Card – MORTUARY STAFF

YOU WILL REMAIN IN THIS ROLE UNTIL RELIEVED

Remember to start a log of all messages and actions immediately.

75

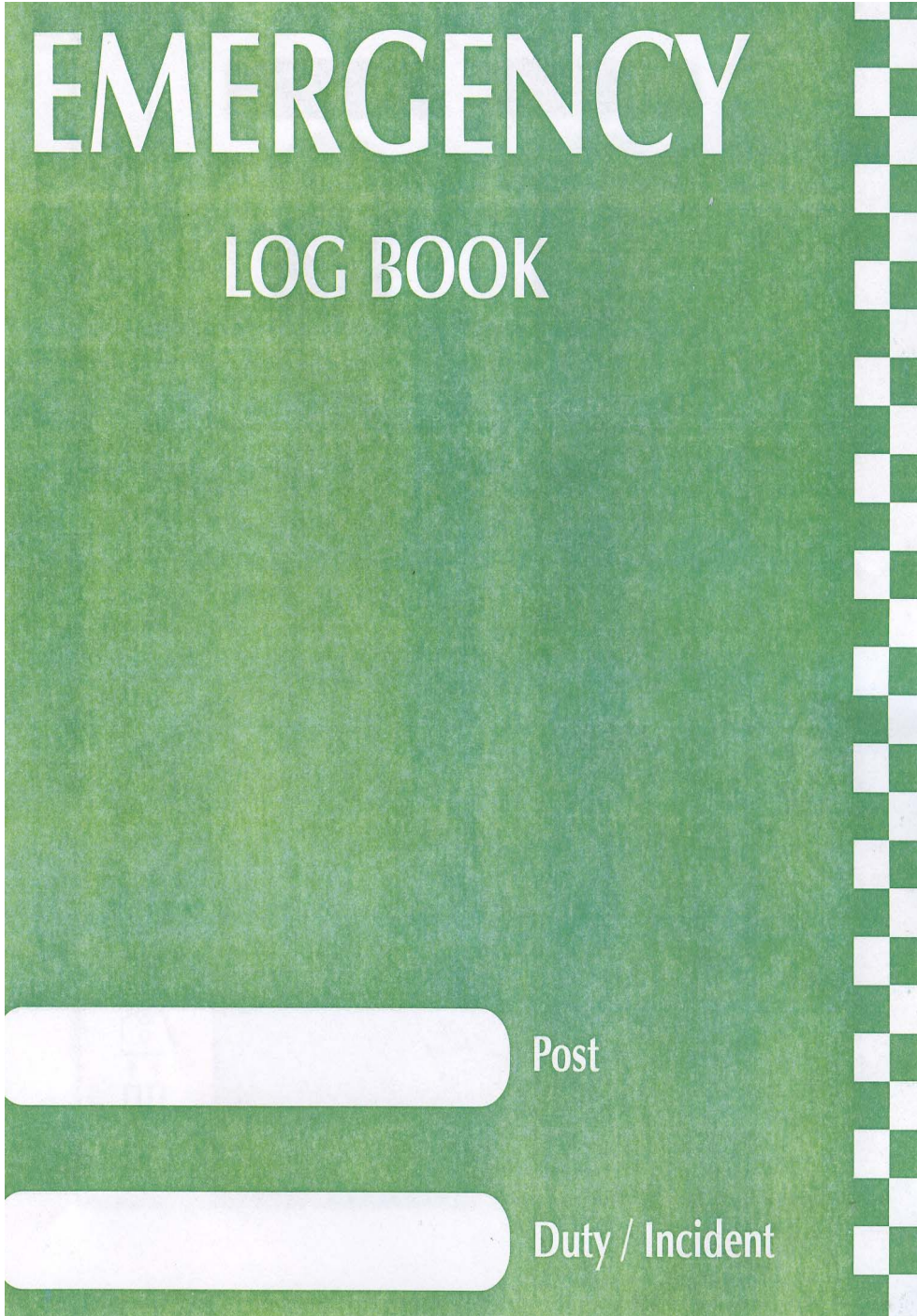
APPENDIX A

BHRUT	Barking, Havering & Redbridge University Hospitals Trust
BP	Blood Pressure
CC	Coronary Care
CCU	Coronary Care Unit
CDs	Controlled Drugs
COBRA	Cabinet Office Board Room A
CRUSE	National Associate for widows and their children
CVP Lines	Central Venous pressure
EBS	Emergency Bed Service
ET Tubes	Endotracheal Tubes
GP	General Practitioner
HAVCO	Havering Association of Voluntary & Community Organisation
HCA	Health Care Assistant
HDU	High Dependency Unit
ITU	Intensive Therapy Unit
IVIs	Intravenous Infusion
LAS	London Ambulance Service
MICC	Major Incident Control Centre
MIO	Medical Incident Officer
MLSO	Medical Laboratory Scientific Officer
NHS	National Health Service
OBS	Observations
OPD1	Out Patients Department 1
P2S	Pralidoxime Mesylate
PCT	Primary Care Trust
SHO	Senior House Officer
TPR	Temperature, Pulse, Respiration
SS	Sterilisation Services
VIPs	Very Important Person(s)
WRVS	Women's Royal Voluntary Service

Abbreviations

Remember to start a log of all messages and actions immediately.

EMERGENCY LOG BOOK



EMERGENCY LOG BOOK

Remember to start a log of all messages and actions immediately.

EMERGENCY LOG BOOK

Emergency Log Book

for _____ (post name).

The information and actions recorded herein relate to the above post, though the post may have been held by several named individuals over the time of the duty / incident. The persons who have taken responsibility for the above post during this duty / incident are recorded opposite, with signature and sample initial.

Each of the named individuals acknowledges the accuracy of the entries related to his / her time of holding the post by initialling each entry in the extreme right hand column on each numbered page.

The new post holder will start his / her duty time at hand over by making an entry when taking up the post.

This log book will be a partial record of the duty / incident in respect of the organisation named. The full record of the duty / incident information received and action taken will be contained within all the log books used by the various post holders in the

_____ (organisation name) for the duty / incident referred to below.

Other supporting information about the duty / incident may be recorded on emails, faxes, message books, telephone pads, post it notes and other written memos, correspondence and medical / other records, or audio / video / film or other types of recordings, each of which will contain the log book entry number, be timed, dated and stored. The log book(s) should, however, be regarded as the organisation's definitive, legal record.

The duty / incident to which this log book refers was known as the

It started on _____ (date) at approximately _____ hours (24 hour clock)

at _____ (location.)

and finished at _____ (date) at approximately _____ hours (24 hour clock)

The total number of log books associated with a specific incident (if applicable) for the above organisation is _____.

Note - Other organisations may have been involved with this incident and reference should be made to those organisations for information and records specific to their involvement.

This log book will be securely held, with all other log books and associated records related to this duty / incident, in respect of the above organisation, for a minimum of 7 years after the agreed end of the duty / incident, or for such longer period as may be defined within the standing orders / protocols of the organisation referred to above. After the end of the 7 years, or defined longer period, this record book and associated physical records related to the incident above may be disposed of or archived.

Further copies of this log book, reference **LOG 101**, may be obtained by accessing our web site at www.cwc-services.com

On the web site you can obtain further details about this book, plus other emergency documents, plans and services.

Remember to start a log of all messages and actions immediately.

EMERGENCY LOG BOOK

Post Holders

The named post holders for this duty / incident who initialled entries in this log book are as follows:-

	Print Name	Sign	Initial
1.	_____	_____	_____
2.	_____	_____	_____
3.	_____	_____	_____
4.	_____	_____	_____
5.	_____	_____	_____
6.	_____	_____	_____
7.	_____	_____	_____
8.	_____	_____	_____
9.	_____	_____	_____
10.	_____	_____	_____
11.	_____	_____	_____
12.	_____	_____	_____

Remember to start a log of all messages and actions immediately.

