	<b>Business Continuity Plan</b>		Reviewed	August 2024
			Revised	October 2024
	Adopted	April 2021	Next review	October 2025

# Business Continuity Plan

## Introduction

This Business Continuity Plan is produced to overcome any unexpected disaster to the bricks and mortar of any of the sites used by Kingston GP Chambers (KGPC), key personnel or to any important systems that the organisation relies upon in its day-to-day operations.

## Plan Owner/Plan Location

This plan will be owned by the Chief Executive Officer. Plan copies will be held at home by:

- Chief Executive Officer

## Training

In order to maintain emergency and business continuity response arrangements within this plan, all staff will be made aware of the plan as part of their induction training and/or reminded of the policy at least annually at a staff meeting. If there are any significant changes to the plan that affect the way in which staff respond, these must be communicated to them as soon as possible.

## Emergency response to incidents affecting KGPC's provision of services:

### **Complete loss of a KGPC site – short term (5 days or less)**

KGPC operates from the following buildings:

**Kingston Health Centre**, 10 Skerne Road, Kingston, KT2 5AD (Extended Hours, Dementia Service, administrative offices)

**Surbiton Health Centre**, Ewell Road, Surbiton, KT6 6EZ (Extended Hours, Dermatology, Urology, Vasectomy)

**Merritt Medical Centre**, 60 Merritt Gardens, Chessington, KT9 2GY (Extended Hours, Diabetes)

**Claremont Medical Centre**, Glenbuck Road, Surbiton, Surrey, KT6 6BS

**CI Tower**, St George's Square, New Malden, KT3 4HG (Kingston Education Centre, Minor illness and administrative offices)

### **Administrative services**

All administrative staff have the facility to work from home, with the computer drives being available remotely to administrative staff via VNC. Should an administrative location become unavailable, where possible, staff will remain at home and log-into the system remotely and will continue with their usual working hours and role, as outlined in the Home Working policy.

Where a clinical site becomes unexpectedly unavailable, staff will take the following action to address the situation in the short-term:

**Extended Hours:**

- The Service Manager or On-Call Manager must be contacted immediately and will co-ordinate the response. Queries should be directed to the main office number 0203 405 8631.
- Where possible, all patients booked into an appointment with a doctor at the unavailable site, will be moved to an alternative site. Where a patient is expecting to attend for a face to face appointment, a receptionist will contact them to inform them of the change of location.
- Where patients cannot be accommodated in remaining services, the doctor who was scheduled to work from the unavailable site will travel to one of the remaining sites in order to provide additional consultations from that site.

**GPwER Services:**

- The Clinical Service Manager must be contacted immediately and will co-ordinate the response. Queries should be directed to the main office number 0203 405 8631.
- Where possible, all patients booked into an appointment with a doctor at the unavailable site will have their appointment converted to a telephone consultation and will be contacted to inform them of the change. The clinician will then travel to an alternative KGPC site and carry-out the consultation from there.
- Where a patient needs a face to face appointment, they will be contacted to explain that the site is unavailable, and will be informed that they will receive an alternative appointment at a later date.

**Kingston Education Centre**

- The KEC Manager or Support Service Administrator must be contacted immediately and will co-ordinate the response. Queries should be directed to the main office number 0203 405 8631.
- All patients booked into a KEC appointment will be booked into an Extended Hours clinic and the patient will be notified of any change of appointment time/location. Where the patient needs to be seen before the Extended Hours Service opens, they will be referred back to their registered GP.
- All students on placement at KEC on the day that the building becomes unavailable will be directed to return home and spend the day engaging in personal study, either on their own projects, or using the IPL tools which are available on the student online portal.
- A decision will be made about whether the student's placements will continue, in consultation with their university. This will depend on how long the site is likely to remain unavailable, and whether it is possible for the students to be re-located to a shadowing opportunity within a practice. The KEC Manager will be responsible for liaising with the universities and making alternative arrangements for the students.

**Complete loss of a KGPC site – long term (more than 5 days)**

Where it becomes apparent that a KGPC site will be uninhabitable long-term, the Chief Executive Officer will take the lead on alternative plans, in liaison with the relevant external site managers, internal service managers and other key staff, and commissioners (contact details in [Appendix A](#)). Plans may include re-locating a service or staff to an alternative KGPC site or a new site, turning a face to face service into a telephone/video service, or suspending a service altogether.

Where a CQC-registered location becomes unavailable long-term, this must be reported to CQC as soon as practicable. The responsibility for informing CQC of the unavailability of a

location falls to the Registered Manager (Dr. Anthony Hughes) but can be delegated to an alternative member of staff.

### **Loss of Computer system**

The loss of either computer hardware or the core software is dealt with by EMIS (see contact numbers in [Appendix A](#)) for software and Your Healthcare (see [Appendix A](#)).

Loss of hardware is covered by KGPC's Insurance policy, and the insurers must be notified of lost/stolen equipment as soon as practicable. Your Healthcare should be contacted to arrange for replacement computers to be sourced.

Where hardware or EMIS cannot be accessed, a decision will be made (by whom?) about whether clinical services can be carried-out in the absence of patient notes.

Where the decision is made that a clinical service can be continued without access to the clinical system, records of consultations will be made using the consultation template in [Appendix B](#). Prescriptions will be issued using FP10 hard copies, which are stocked at each site. Use of these prescriptions will be logged as outlined in the Prescription use and location of procedure.

Where the decision is made that it is not possible to carry-out consultations in the absence of patient notes, and EMIS access has only been lost at a single site, the arrangements listed under the "Complete loss of KGPC site" section should be followed.

Where hardware or EMIS access is lost across all sites, the Service Manager, in consultation with the Chief Executive Officer and IT Lead, will develop a plan for repatriating all relevant patients back to their registered practice. The ICB will also be informed of the suspension of services.

### **Short notice unavailability of GPs and receptionists**

If an Extended Hours and KEC GP or receptionist cancels their booked session at short notice, the Extended Hours Service cancellation plan in [Appendix C](#) should be followed.

If a GPwER GP is unavailable at short notice, all patients should be contacted to have their appointment re-scheduled to the soonest possible alternative date.

### **Loss of Telephone System**

The telephone system is maintained by Surgery Connect (see contact numbers in [Appendix A](#)).

In the event of a fault on the system, Surgery Connect should be contacted immediately.

If the fault cannot be rectified quickly, arrangements can be made with Surgery Connect for calls to be transferred to staff and doctors' mobile telephones.

### **Loss of Premises Amenities (including water, electricity, gas, automatic doors, fire alarms, lifts)**

Each site has an individual business continuity plan, put in place by the host practice. These are saved in [Appendix D](#).

## **Infectious Disease**

The management of infectious disease is covered in KGPC's Infection Prevention and Control policy. Details are replicated below for ease of reference:

Where a patient attends a site with a suspected highly contagious condition, staff must take prompt action to ensure that the risk of transmission to other patients or staff is managed. The risk management plan will vary depending on the condition and the method of transmission, and in some cases (e.g. COVID), specific processes will be in place; however, general principles apply as follows:

### Infectious diseases spread by droplets in the breath (e.g. sneezing/coughing/talking)

- Where the patient's condition is known about prior to them attending the site, the patient should either be scheduled to attend the site after other patients have left, or they should be directed to an isolation room immediately on arrival, avoiding contact with other patients and staff where possible.
- Where the patient's condition is only discovered on arrival at the site, they should be placed in an isolation room as soon as the condition is identified, and any areas with which they have come into contact should be wiped down using antibacterial wipes/solution by a member of staff wearing full PPE (mask, apron, gloves, eye protection)
- Where there is a possibility that other patients may have contracted the condition due to contact with the infected patient, these patients should be advised of any action they need to take.
- Staff treating the patient are to wear full PPE
- The Patient should only remain on the premises for the minimum amount of time to enable clinical care to be provided
- A full wipe-down of the room(s) and equipment used by the patient must be performed after they have left the premises by staff wearing full PPE.

### Blood borne Infectious diseases (e.g. HIV/Hepatitis B)

- Extra care should be taken when cleaning spillages of blood or other body fluids from patients with these types of infectious disease, including the wearing of full PPE and appropriate hand hygiene.
- Where possible, only staff who have evidenced Hepatitis B immunity should carry-out procedures on patients where there is a risk of contact with blood (e.g. phlebotomy, minor surgery, cleaning up blood spillages).
- See section on Emergency Arrangements for action to be taken in the event of a needlestick injury where a patient with known or suspected blood borne infectious disease is involved.

### Infectious diseases spread by contact with vomit/faeces/urine

- Spillages should be cleaned immediately and extra care should be taken, including wearing of full PPE and appropriate hand hygiene (see [Appendix E](#)).

### Notifiable diseases

All clinical staff must be aware of their obligation to report notifiable diseases to NHSE. Information about reporting, including a list of notifiable diseases and a link to the reporting form are available [here](#).

### **Emergency response to wide-scale major incidents**

NHS Commissioning Board Local Area Teams are responsible for harnessing and effectively utilising all providers of NHS funded care, including primary care services, where needed to support the response to a wide-scale major incident. In addition, the RCGP believes that “GPs would have a professional responsibility to take whatever action they could in contributing to the emergency response whilst continuing to provide general medical care to the community within the limited conditions imposed by the nature of the incident”.

In line with the responsibilities outlined above, KGPC is committed to redeploying resources (both clinical and administrative) in order to support the response to a major incident.

Where this is necessary, the Chief Executive Officer (or, where they are unavailable, their deputy acting on their behalf) will be responsible for direct liaison with commissioners in order to agree to the input required by KGPC. The degree to which KGPC staff will contribute to the response to a major incident will be agreed with careful consideration of the impact on the provision of KGPC services, and it will be for the Chief Executive Officer (or deputy) to decide which services will take priority.

### **Medical Support at Rest, Evacuation and Survivor Centres**

In the NHS Guidance on Major Incidents, Primary Care organisations are identified as having a responsibility to provide medical support to Humanitarian Assistance Centres (HACs), on request.

In addition, it has been recognised that when people are caught up in a major incident, whether directly involved in the incident or as a secondary impact of being evacuated, that they will arrive at the centre without their medication. In these instances, KGPC may receive a request for GP support, to assist in the process of prescribing and supplying medications and providing further assessment and advice. Where this assistance is provided, staff supplied by KGPC will work to the SOP and guidance issued by the HAC co-ordinating team.

### **Lockdown procedure for staff working at Surbiton Health Centre**

Staff working at Surbiton Health Centre are at heightened risk of interacting with violent patients compared to other Kingston GP Chambers locations. In the event that staff consider there to be a risk of serious violence, all staff should proceed to the pass-accessed area next to room 24. Staff should ensure all patients are also taken to this location. Staff should contact the police once in the secured area and only leave once they have been authorised by the authorities to do so.

Staff at the main reception desk on the 1<sup>st</sup> floor should stay in place, as the doors to that area are secure and can only be accessed with a staff pass.



## Appendix A

	Name of supplier / contact	Contact number	Our Account No.
Software Supplier	EMIS	03300241270	28476
Hardware Supplier	Your Healthcare / IT helpdesk	08448944044  020 8339 8175  <a href="mailto:itsupport@yourhealthcare.org">itsupport@yourhealthcare.org</a>	
Telecommunications	Surgery Connect	0333 332 6633  <a href="https://support.x-onweb.com/help-centre">https://support.x-onweb.com/help-centre</a>	
NHS England – South London Team		NHS England – South London Team Southside 105 Victoria Street London SW1E 6QT  For general enquiries <a href="mailto:nhs.cb.lon-sth-pcc@nhs.net">nhs.cb.lon-sth-pcc@nhs.net</a> <b>020 7932 1979</b>	H84061
Southwest London ICB		020 3941 9917	
Insurance Company	Chubb Ignite (policy number UKDAO050526118)	020 7173 7000	
<b>Key staff members</b>			
Anthony Hughes	Board Chair (Registered Manager)	07788 415 560	
Richard Hughes	Clinical Lead (Acute Services)	07796 304969	
Ann Cox	Chief Executive Officer	07801 057 821	
Adam O'Donnell	Senior CQC compliance Specialist	07851 096 715	
Nick Cornish	KEC Manager	07951 928 299	
Chloe Pusey	Clinical Services Manager	07508 751 056	
Pavol Weiss	Transformation and Innovation Project Manager		pavolweiss@nhs.net
Andy Mifsud	Transformation and Innovation Apprentice		Andy.mifsud@nhs.net

Appendix B



Kingston Health Centre - BUSINESS CONTINUITY  
PATIENT CONSULTATION TEMPLATE

Clinician:  Signature:

Patient Surname:  Forename:  DOB:   
Date:  Time seen:  Duration:

Presenting problem

Advice Given

Medication issued

Drug:	Quantity:	Dose:
<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>

Serial number of FP10 prescription issued:

Follow Up? Yes  No  If yes, when?

Date consultation entered onto EMIS and sent to registered GP:

Name:

Signature:



## Appendix C

### Staff cancellation plan Extended Access and KEC Services

#### GPs

##### Cancellation in advance (4 days or more)

In the event of a GP cancelling a session, the Service Manager will send out an email to all other GPs working in the service via RotaMaster advertising the shift.

##### Cancellation at short notice (3 days or less)

A message will be sent out to all GPs working in the service via RotaMaster and via email advertising the shift as soon as the cancellation comes in. Regular GPs who are flexible and help out when short staffed will also be contacted by phone (list of contact details of regular GPs listed below).

##### Cancellation on the day (weekdays)

Where a GP cancels their evening session on the day (e.g. due to sickness), efforts will be made to find a replacement (using the process above). A block will be issued to the EMIS booking system for appointments at the site in question until a replacement can be found. Where no replacement can be found, the service will be cancelled. Any patients already booked into the service will have their appointment transferred to an alternative service, and the patient will be informed of the change.

Where a GP cancels their KEC session on the day (or with very short notice on the previous day), the KEC supervisor will contact GPs on the list of regular GPs (listed below). Where no replacement can be found, the KEC manager will contact local practices to ask whether they can accommodate a student for the day, and students will be redeployed to any practices that agree. Where no alternative placement can be found, students will be instructed to undertake private study using the IPL resources on the online student portal.

##### Cancellation on the day (weekends)

The On-Call Manager should be contacted by the GP who is cancelling the shift.

The manager will call and inform receptionist on duty, who will put the EMIS session on hold. A text message via RotaMaster will be sent to check availability of all GPs. This should have the on-call manager's name and contact details on.

- ❖ If cover cannot be arranged, the following should take place for each site:

#### **Kingston Health Centre**

##### Where patients are being routinely seen face to face:

If the Saturday morning GP cancels, the building will remain open for other services to run and for patients to be able to walk in and book appointments in the service.

Where consultations are being carried-out remotely:

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If the Saturday morning GP cancels, the building will remain open for other services to run and for receptionists to take phone calls (booking patients into appointments at other Extended Hours sites).

If the afternoon GP cancels, the building will close at 3pm with the receptionist on site working until 5pm. There will be a sign on the door to inform patients along with the contact details to allow them to book an appointment. Any patients already booked will need to be contacted and moved to other hub sites.

### **Surbiton Health Centre**

Receptionists will stay on site until 8pm to answer phones and deal with any patients who walk in. Staff will continue to book appointments at other Hub sites. Any patients already booked will need to be contacted and moved to other hub sites. Doors will be locked – SURGERY CONNECT should be called and phones switched to closed message where patients are informed to call 111.

### **Merritt Medical Centre**

Receptionists will not be required to work until 2pm. They can leave at 11am to allow for any walk-in patients to be redirected and for any pre-booked patients to be rescheduled. The building will close after the WAC staff leave. There will be a sign on the door to inform patients along with the service contact details to book an appointment.

### **Receptionists**

The On-Call Manager will send out urgent message via Whatsapp groups to find replacement receptionist. If no alternative cover can be arranged the on-call manager will cover.

<b>GPs - GPwER</b>				
Nerida	Burnie	078990 52151	<a href="mailto:NBURNIE@NHS.NET">NBURNIE@NHS.NET</a>	
James	Benton	077985 17232	<a href="mailto:JAMES.BENTON@NHS.NET">JAMES.BENTON@NHS.NET</a>	
Peter	Finney	078247 76721	<a href="mailto:peterfinney@nhs.net">peterfinney@nhs.net</a>	
Jane	McCahy	079698 97242	<a href="mailto:jane.mccahy@nhs.net">jane.mccahy@nhs.net</a>	
Nassif	Mansour	077119 53456	<a href="mailto:NASSIF.MANSOUR@NHS.NET">NASSIF.MANSOUR@NHS.NET</a>	
Prasun	Kumar	073880 50210	<a href="mailto:PKUMAR@NHS.NET">PKUMAR@NHS.NET</a>	
Adel	Kartas	7917106661	<a href="mailto:ADEL.KARTAS@NHS.NET">ADEL.KARTAS@NHS.NET</a>	
<b>GPs - KEC</b>				
Hasan	Al-Bahrani	075904 91576	<a href="mailto:hasan.al-bahrani@nhs.net">hasan.al-bahrani@nhs.net</a>	
Kumudu	Dayananda	073990 74528	<a href="mailto:k.dayananda@nhs.net">k.dayananda@nhs.net</a>	
Rachel	Harrington	0742910 7782	<a href="mailto:rachel.harrington1@nhs.net">rachel.harrington1@nhs.net</a>	
Soheil	Matiny-Boroumand	074633 69824	<a href="mailto:soheil.matiny-boroumand@nhs.net">soheil.matiny-boroumand@nhs.net</a>	
Mirali	Patel	073880 03413	<a href="mailto:mirali.patel1@nhs.net">mirali.patel1@nhs.net</a>	
Liam	O'Driscoll	077242 11657	<a href="mailto:liam.o'driscoll@nhs.net">liam.o'driscoll@nhs.net</a>	
Ban	Ratti	07939 136427	<a href="mailto:bratti@nhs.net">bratti@nhs.net</a>	

Brankica	Polomcic	07913 118214	<a href="mailto:b.polomcic@nhs.net">b.polomcic@nhs.net</a>	
Noori	Rafiq	07736902407	<a href="mailto:noori.rafiq@nhs.net">noori.rafiq@nhs.net</a>	
Katy	Hopkinson	07900 994897	<a href="mailto:Katherine.hopkinson1@nhs.net">Katherine.hopkinson1@nhs.net</a>	
<b>GPs - Extended Access</b>				
Musadiq	Towfiq Ahmed	079623 97993	<a href="mailto:musaddiq.ahmed@nhs.net">musaddiq.ahmed@nhs.net</a>	
Faisal	Al Mayahi	077454 79555	<a href="mailto:faisal.al-mayahi@nhs.net">faisal.al-mayahi@nhs.net</a>	
Manotheethan	Jegasothy	07973 303 002	<a href="mailto:manotheethan@yahoo.com">manotheethan@yahoo.com</a>	
Shwan	Beck	078656 86663	<a href="mailto:shwanbeck@nhs.net">shwanbeck@nhs.net</a>	
Meera	Gowripalan n	07739150102	<a href="mailto:meera.gowripalann@nhs.net">meera.gowripalann@nhs.net</a>	
Amel	Imam	07522942323	<a href="mailto:amel.imam@nhs.net">amel.imam@nhs.net</a>	
Lakshman	Jayanthan	07506686233	<a href="mailto:lakshman.jayanthan@nhs.net">lakshman.jayanthan@nhs.net</a>	
Sanjay	Kumar	07921627861	<a href="mailto:sanjay.kumar10@nhs.net">sanjay.kumar10@nhs.net</a>	
Christopher	Niranjan	07939586675	<a href="mailto:christopher.niranjan@nhs.net">christopher.niranjan@nhs.net</a>	
Liam	O'Driscoll	07724211657	<a href="mailto:liam.o'driscoll@nhs.net">liam.o'driscoll@nhs.net</a>	
Ashish	Paul	07722189069	<a href="mailto:apaul@nhs.net">apaul@nhs.net</a>	
Dhulakshi	Sachithanan than	07946538679	<a href="mailto:d.sachithananthan@nhs.net">d.sachithananthan@nhs.net</a>	
Jenny	Simper	07515432981	<a href="mailto:jennysimper@doctors.org.uk">jennysimper@doctors.org.uk</a>	
Mike	Forsythe	07399 058 539	<a href="mailto:michael.forsythe@nhs.net">michael.forsythe@nhs.net</a>	
Elizabeth	Cotzias	07943608449	<a href="mailto:elizabeth.cotzias@nhs.net">elizabeth.cotzias@nhs.net</a>	
Rabie	Mohammed	07877766405	<a href="mailto:rabie.mohamad1@nhs.net">rabie.mohamad1@nhs.net</a>	
Elizabeth	Woods	07739340366	<a href="mailto:liz.woods@doctors.org.uk">liz.woods@doctors.org.uk</a>	
Shwan	Beck	07865686663	<a href="mailto:shwanbeck@nhs.net">shwanbeck@nhs.net</a>	
Daniel	Hendry	07528636658	<a href="mailto:danielhendry@nhs.net">danielhendry@nhs.net</a>	
Thiviya	Selvarajah		<a href="mailto:thiviya.kugathason@nhs.net">thiviya.kugathason@nhs.net</a>	
Manotheethan	Jegasothy	07973 303 002	<a href="mailto:manotheethan.jegasothy@nhs.net">manotheethan.jegasothy@nhs.net</a>	
<b>Nurses Extended Access</b>				
Jean	Acheson	07817178867	<a href="mailto:jeanacheson@nhs.net">jeanacheson@nhs.net</a>	
Valarmathy	Ashokkumar	07429732233	<a href="mailto:v.a@nhs.net">v.a@nhs.net</a>	
Abigail	Davies	07854986919	<a href="mailto:abigail.davies1@nhs.net">abigail.davies1@nhs.net</a>	
Rhianna	Grant	07960169749	<a href="mailto:rhianna.grant@nhs.net">rhianna.grant@nhs.net</a>	
Elyse	Kaunze	07903026439	<a href="mailto:e.kaunze@nhs.net">e.kaunze@nhs.net</a>	
Nikki	Keenan	07970461842	<a href="mailto:nikkikeenan@nhs.net">nikkikeenan@nhs.net</a>	

Sahar	Nikpour	07725500626	<a href="mailto:sahar.nikpour2@nhs.net">sahar.nikpour2@nhs.net</a>	
John	Samuel	07723023272	<a href="mailto:john.samuel2@nhs.net">john.samuel2@nhs.net</a>	
Roshan	Singh	07577573688	<a href="mailto:roshansingh96@gmail.com">roshansingh96@gmail.com</a>	
Michelle	Nicholls	07531007547	<a href="mailto:michelle.nicholls2@nhs.net">michelle.nicholls2@nhs.net</a>	
Kadian	Thomas	07450246461	<a href="mailto:kadianthomas6@gmail.com">kadianthomas6@gmail.com</a>	
<b>HCA's Extended Access</b>				
Anson	Cheng	07826148220	<a href="mailto:chengw3@roehampton.ac.uk">chengw3@roehampton.ac.uk</a>	
Jihanne	Andradre	07708955988	<a href="mailto:jihanne.andrade@nhs.net">jihanne.andrade@nhs.net</a>	
Lucy	Hansen	07503166602	<a href="mailto:l.hansen@ntlworld.com">l.hansen@ntlworld.com</a>	
Milli	Popat	07732435341	<a href="mailto:mili.popat@nhs.net">mili.popat@nhs.net</a>	




<b>Receptionists</b>				
Dawn	Nicholson	07711 513 046	<a href="mailto:dawn.nicholson@nhs.net">dawn.nicholson@nhs.net</a>	Merritt Only
Gek(Rose)	Manwaring	07396 669 616	<a href="mailto:rose.manwaring@nhs.net">rose.manwaring@nhs.net</a>	Surbiton Only
Jane	Haynes	07808 700 120	<a href="mailto:jane.haynes5@nhs.net">jane.haynes5@nhs.net</a>	Merritt Only
Patricia	Sell	07985 243 834	<a href="mailto:patricia.sell1@nhs.net">patricia.sell1@nhs.net</a>	Surbiton Only
Tracy	Patterson	07885 797 945	<a href="mailto:tracypatterson@nhs.net">tracypatterson@nhs.net</a>	Surbiton Only
Valerie	Lucas	07933 125 666	<a href="mailto:val.lucas1@nhs.net">val.lucas1@nhs.net</a>	Surbiton Only
Yochabel	Santos	07808297292	<a href="mailto:yochabel.desantos@nhs.net">yochabel.desantos@nhs.net</a>	
Katie	Cosgrove	07758135235	<a href="mailto:katie.cosgrove2@nhs.net">katie.cosgrove2@nhs.net</a>	
Natalie	Cosgrove	07717206449	<a href="mailto:natalie.cosgrove1@nhs.net">natalie.cosgrove1@nhs.net</a>	
Serena	Hewitt	07538462483	<a href="mailto:Serena.hewitt3@nhs.net">Serena.hewitt3@nhs.net</a>	
Amba	John	07882422298	<a href="mailto:Amba.john@nhs.net">Amba.john@nhs.net</a>	
Moniba	Khalid	07999407267	<a href="mailto:Moniba.khalid@nhs.net">Moniba.khalid@nhs.net</a>	
Dorota	Pacholska	07709191860	<a href="mailto:d.pacholska2@nhs.net">d.pacholska2@nhs.net</a>	
Neelima	Sareen	07468570467	<a href="mailto:neelima.sareen@nhs.net">neelima.sareen@nhs.net</a>	
Julie	Turner	07977451661	<a href="mailto:Julie.turner18@nhs.net">Julie.turner18@nhs.net</a>	
Val	Alves	07735003976	<a href="mailto:Valdirene@alvesnhs.net">Valdirene@alvesnhs.net</a>	
Aisha	Hashim	07530990281	<a href="mailto:Aisha.hashim1@nhs.net">Aisha.hashim1@nhs.net</a>	



<b>Head office staff</b>			
CEO	Ann Cox	07801057821	<a href="mailto:ann.cox7@nhs.net">ann.cox7@nhs.net</a>
Training Hub Manager	Laura Jackson	07711 626461	<a href="mailto:laura.jackson@nhs.net">laura.jackson@nhs.net</a>

Training Hub Lead Nurse	Anne Murphy	07925 259668	<a href="mailto:anne.murphy5@nhs.net">anne.murphy5@nhs.net</a>
KEC Manager	Nick Cornish	07951928299	<a href="mailto:nick.cornish1@nhs.net">nick.cornish1@nhs.net</a>
Workforce Development Lead	Mark Mensah	07535230562	<a href="mailto:mark.mensah@nhs.net">mark.mensah@nhs.net</a>
Practice Manager - Sunray	Vicky Allen	07979878451	<a href="mailto:vicky.allen10@nhs.net">vicky.allen10@nhs.net</a>
Clinical Lead - Sunray	Gareth Hull	07843239185	<a href="mailto:garethhull@nhs.net">garethhull@nhs.net</a>
Clinical Services Manager	Chloe Pusey	07508751056	<a href="mailto:chloe.pusey@nhs.net">chloe.pusey@nhs.net</a>
Senior Administrator - GPwER	Natalie Campbell	07957758834	<a href="mailto:natalie.campbell7@nhs.net">natalie.campbell7@nhs.net</a>
Receptionist/Administrator – KEC	Betty Boxer	07949791115	<a href="mailto:b.boxer@nhs.net">b.boxer@nhs.net</a>
Receptionist/Administrator - GPwER	Alice Goodman	07523999953	<a href="mailto:Alice.goodman3@nhs.net">Alice.goodman3@nhs.net</a>
Practice and Clinical Reception Supervisor	Saskia Desmond	07804 233 737	<a href="mailto:s.desmond@nhs.net">s.desmond@nhs.net</a>
Support Services Apprentice	Isaac Elliott	07587146615	<a href="mailto:Isaac.elliott1@nhs.net">Isaac.elliott1@nhs.net</a>
Diabetes Service Manager	Alix Polley	07968227005	<a href="mailto:alixpolley@nhs.net">alixpolley@nhs.net</a>
Diabetes Administrator	Christine Griffin	07973 754 264	<a href="mailto:christine.griffin@nhs.net">christine.griffin@nhs.net</a>
Diabetes Nurse	Jan Paish	07971689036	<a href="mailto:jan.paish@nhs.net">jan.paish@nhs.net</a>
Diabetes Nurse	Natalie Blackie	07752508906	<a href="mailto:natalie.blackie@nhs.net">natalie.blackie@nhs.net</a>
Dietician	Marialice Albertini	07940959134	<a href="mailto:m.albertini@nhs.net">m.albertini@nhs.net</a>
Senior CQC Compliance Specialist	Adam O'Donnell	07851096715	<a href="mailto:adam.odonnell@nhs.net">adam.odonnell@nhs.net</a>
CQC Compliance Specialist	Amar Gandavadi	07748475983	<a href="mailto:amar.gandavadi@nhs.net">amar.gandavadi@nhs.net</a>
Digital Transformation and Innovations Project Manager	Pavol Weiss	074269779971	<a href="mailto:pavolweiss@nhs.net">pavolweiss@nhs.net</a>
Nurse Educator	Julia Jalilova	07980325610	<a href="mailto:Julia.jalilova@nhs.net">Julia.jalilova@nhs.net</a>
Transformation and Innovations Apprentice	Andy Mifsud	07730378832	<a href="mailto:Andy.mifsud@nhs.net">Andy.mifsud@nhs.net</a>

## Appendix D

Site-specific business continuity plans and contact information for local leads:

<p>Surbiton Health Centre</p> <p> Tenant Handbook Issue date August 21</p> <p> Business Continuity Plan 2023 LANGLEY.d</p>	<p>Keri De La Cruz - Lead for CHP <a href="mailto:K.DeLaCruz@communityhealthpartnerships.co.uk">K.DeLaCruz@communityhealthpartnerships.co.uk</a></p> <p>Suzanne Poole - Practice manager for Langley <a href="mailto:suzanne.poole@nhs.net">suzanne.poole@nhs.net</a></p>
<p>Kingston Health Centre</p> <p> Business Continuity &amp; Disaster Handling</p>	<p>Cassie Hunt – Practice Manager for Kingston Health Centre <a href="mailto:cassie.hunt@nhs.net">cassie.hunt@nhs.net</a></p>

<p>Merritt Medical Centre</p>	 Business Continuity Plan MMC 2023.docx	<p>Amanda Legg – Practice manager for Hook Surgery  <a href="mailto:amanda.legg@nhs.net">amanda.legg@nhs.net</a></p> <p>Jane Hutching – Practice manager for Chessington Park Surgery  <a href="mailto:jane.hutchings@nhs.net">jane.hutchings@nhs.net</a></p>
<p>Claremont Medical Centre</p>	 BUSINESS CONTINUITY PLAN Cl:	<p>Sarah Norris – Practice Manager  <a href="mailto:sarahnorris@nhs.net">sarahnorris@nhs.net</a></p>

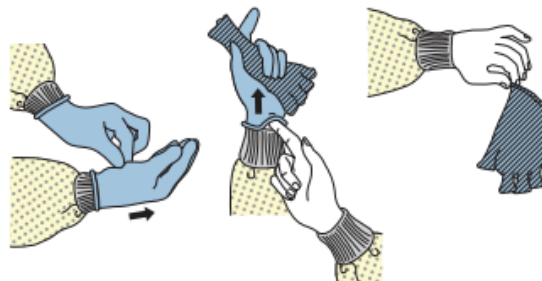
## Appendix E

### HOW TO SAFELY REMOVE PERSONAL PROTECTIVE EQUIPMENT (PPE) EXAMPLE 1

There are a variety of ways to safely remove PPE without contaminating your clothing, skin, or mucous membranes with potentially infectious materials. Here is one example. **Remove all PPE before exiting the patient room** except a respirator, if worn. Remove the respirator **after** leaving the patient room and closing the door. Remove PPE in the following sequence:

#### 1. GLOVES

- Outside of gloves are contaminated!
- If your hands get contaminated during glove removal, immediately wash your hands or use an alcohol-based hand sanitizer
- Using a gloved hand, grasp the palm area of the other gloved hand and peel off first glove
- Hold removed glove in gloved hand
- Slide fingers of ungloved hand under remaining glove at wrist and peel off second glove over first glove
- Discard gloves in an infectious\* waste container



#### 2. GOGGLES OR FACE SHIELD

- Outside of goggles or face shield are contaminated!
- If your hands get contaminated during goggle or face shield removal, immediately wash your hands or use an alcohol-based hand sanitizer
- Remove goggles or face shield from the back by lifting head band or ear pieces
- If the item is reusable, place in designated receptacle for reprocessing. Otherwise, discard in an infectious\* waste container



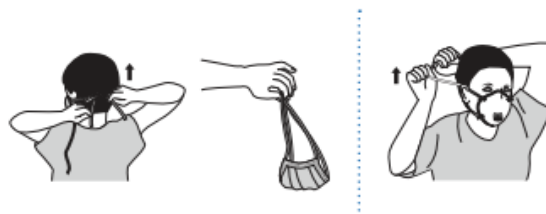
#### 3. GOWN

- Gown front and sleeves are contaminated!
- If your hands get contaminated during gown removal, immediately wash your hands or use an alcohol-based hand sanitizer
- Unfasten gown ties, taking care that sleeves don't contact your body when reaching for ties
- Pull gown away from neck and shoulders, touching inside of gown only
- Turn gown inside out
- Fold or roll into a bundle and discard in an infectious\* waste container

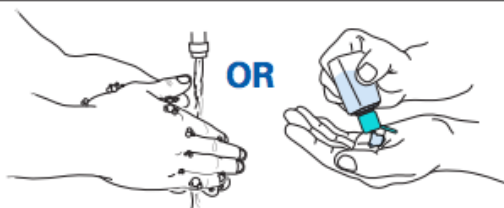


#### 4. MASK OR RESPIRATOR

- Front of mask/respirator is contaminated — DO NOT TOUCH!
- If your hands get contaminated during mask/respirator removal, immediately wash your hands or use an alcohol-based hand sanitizer
- Grasp bottom ties or elastics of the mask/respirator, then the ones at the top, and remove without touching the front
- Discard in an infectious\* waste container



#### 5. WASH HANDS OR USE AN ALCOHOL-BASED HAND SANITIZER IMMEDIATELY AFTER REMOVING ALL PPE



\* An infectious waste container is used to dispose of PPE that is potentially contaminated with Ebola virus.

**PERFORM HAND HYGIENE BETWEEN STEPS IF HANDS  
BECOME CONTAMINATED AND IMMEDIATELY AFTER  
REMOVING ALL PPE**



# The Right Way to Wash Your Hands



**Wet hands under running water**



**Apply soap and rub palms together**



**Spread the soap lather over the backs of hands**



**Make sure soap gets in between fingers**



**Grip fingers on each hand**



**Make sure to clean thumbs**



**Press fingertips into palm of each hand**



**Dry thoroughly with clean towel or paper towel**