

Communications Exercise Report

OUTLINE

This report is produced by the Emergency Planning team for Salisbury Hospital NHS Foundation Trust to detail the process of a cascade from a Major Incident alert which was submitted by the Emergency Planning team into the Trust switchboard to test the escalation to specific recipients.

This exercise is to support the assurance and governance process laid down in the Civil Contingencies Act 2004 where all NHS organisations must conduct communications exercise every six months.

The exercise is designed to test the process and not an individual and is aimed at capturing learning. A planning team made up of the Emergency Planning team and the switchboard manager agreed the method and agreement was sort from the Deputy Chief Operating Officer to conduct this exercise, which was.

METHOD

On Tuesday 13th June at 2pm Head of Emergency Planning for the organisation contacted the Trusts switchboard via a specific telephone number which is a “hot line” for Emergency partners to advice of a Major Incident and advised the call handler that an exercise call was taking place. This is done using the following words:

“Exercise, Exercise, Exercise, this is an Exercise. Please cascade that this is an exercise message and those receiving this message, do not need to continue the cascade. This is an Exercise”

The Head of Emergency Planning also advised the call handler that if they received a call back from the Chief Operating Officer, the Deputy Chief Operating Officer, or the Clinical Site team, they are to then cascade this information to the Emergency Department and the Facilities team.

To ensure the message was delivered correctly a member of the Trusts Emergency Planning team were based in switchboard.

ACTIONS

Action	Responsible Team/ individual	Progress	Target completion date
Action Card for Major Incident cascade to be written and placed next to dedicated hotline in Switchboard	EPRR	Card drafted and with Richard Pearce for review	End of July 2023
Date for next Communications exercise to be agreed and diarised	EPRR	To be agreed once action card is approved and in place	End of July 2023