

BUSINESS CONTINUITY PLAN
Version 1.0 | SEPT 2019

1.0 INTRODUCTION

This plan sets out the measures Portwall Dental Surgery have taken to identify and reduce the possibility of various threats affecting the service we provide and the procedures we will follow to minimise the impact of those threats should they materialise. We consider the threats most likely to affect the services we provide are:

- Telephone Line Failure
- IT Systems Failure
- Equipment Failure
- Failure Of Electricity Supply
- Failure Of Water Supply
- Extreme Weather
- Floods (including Frozen Pipes)
- Fire

2. PROACTIVE STEPS

2.1 Miscellaneous

The following measures have been put in place to help minimise the risk of the threats identified above:

- A copy of this plan is published on our website at www.portwall.co.uk/continuity. Since it is stored online, it is secure in the event of a localised system failure, disaster or emergency and may be accessed by any team member who is able to connect to the internet. It is also stored on our server and securely off site in the “cloud” which can also be accessed remotely. A hard printed copy of this plan is also posted on the staff room noticeboard so that all team members have access to it and are aware of it's existence.
- An Emergency Contact List that details telephone numbers and contact details for team members and essential support services (e.g. water and electric service providers, dental engineer, IT hardware and software support, electrician, telephone provider etc.) is stored on our server and securely off-site in the “cloud” and can be accessed remotely with an internet connection. A hard copy is also posted on our staff notice board.
- Every day we print off a paper list of the patients due to visit the practice in the next 24 hours (known as a “day list”); this list contains both names and telephone numbers that allow us to contact people to cancel appointments in the event of an emergency that results in the computer network being inaccessible.
- The business has buildings, contents, business interruption and practice expenses insurance policies to meet the cost of repairs and other practice overheads where necessary.

2.2 Telephone Line Failure

We have a number of telephone lines at the practice: ISDN lines that carry incoming and outgoing calls and dedicated lines for broadband and alarm monitoring system. A maintenance and support contract is in place with our telephone line provider TalkTalk and our security provider CHUBB to help minimise downtime.

2.3 IT Systems Failure

Computer hardware and software is constantly upgraded and protected by antivirus & anti-malware software that automatically updates from the internet. We also employ firewalls to protect our systems from unauthorised access and malicious damage. Our server (running our dental software and store of our patient database and documents etc.) is backed up on a daily basis. The backup process is fully automated. A backup of all critical data is made to a local encrypted external hard drive and to an encrypted off site “cloud” store provided and managed by IDrive. A report of the days backup is emailed to the practice each morning so that any issues are immediately flagged. A maintenance and support contract is in place with the provider of our dental software (Software of Excellence) and hardware providers (Sabre Computers) to help minimise downtime.

2.4 Equipment Failure

We carry out regular equipment testing and maintenance of all our dental equipment in accordance with our testing, maintenance, audit and compliance schedule. We also have in place maintenance and support contracts for all essential dental equipment, e.g. auto clave, compressor, dental chairs, x-ray machines etc. to help minimise downtime.

2.5 Failure Of Electricity Supply

Electricity is an essential service. Our provider is SSE. We believe it is simply not cost effective to install generators to cover outages, which are rare and usually relatively short lived. Other than printing out the patient day list in advance we have concluded there is nothing else we can realistically do to guard against a short term failure.

2.6 Failure Of Water Supply

Water is an essential service. Our provider is Dwr Cymru. Other than printing out the patient day list in advance we have concluded there is nothing else we can realistically do to guard against a short term failure.

2.7 Extreme Weather

We keep the building well maintained and have procedures in place to identify and fix any issues without delay as and when they arise. In the event of extreme weather that prevents access to the premises (e.g. snow) all computer systems etc. can be accessed remotely so that patients and staff can be notified accordingly.

2.8 Flood

The practice is not in an area likely to be seriously affected by external flooding. Internal flooding caused by plumbing services such as burst pipes is a more likely problem. In the winter months we leave heating switched on (but at a low setting) during periods where temperatures are likely to fall below zero degrees in order to guard against frozen, and therefore potentially burst, pipes.

2.9 Fire

The practice has a comprehensive fire and intruder alarm system. This is linked to a remote

monitoring service managed by CHUBB that will summon the fire brigade in the event of an activation. The fire station is less than a 3 minute drive from the practice premises. We have properly positioned and maintained fire fighting equipment and a fire evacuation procedure. We carry out fire drills to practice this. The electrical wiring in the building is fully tested by a qualified electrician every five years. Portable electrical appliances are tested every 12 months. Waste bins are emptied regularly.

3.0 REACTIVE STEPS

N.B. An Emergency Contact List that details telephone numbers and contact email addresses for all staff and essential service and equipment providers is maintained and located on the staff notice board. The Emergency Contact List is also located on the server and off site in the “cloud” and can be accessed remotely.

3.1 Telephone Line Failure

In the event of a telephone line or handset failure our provider TalkTalk. They should be able to test the line, provide estimates for downtime and arrange for an engineer to visit if appropriate. If the outage is likely to be prolonged (more than a few hours) and no incoming calls can be received TalkTalk must be instructed to redirect calls to the practice mobile phone until full service is restored.

3.2 IT Systems Failure

In the event of an IT systems failure (computer hardware, printers, and non dental software etc.), the first point of contact is Dr Alison Jones or Dr Gaenor Davison who will attempt to resolve the problem if possible. If Alison or Gaenor are not available or are unable to resolve the issue, the computer company Sabre Computers Ltd. should be contacted. For dental software issues (i.e. Exact & Examine Pro) the supplier Software of Excellence (SOE) should be contacted by phone. We have discussed the issue of catastrophic system failure with our computer maintenance company and have been advised that the practice computer system can be reinstated within a matter of days, even if we have to purchase entirely new hardware and re install software and import our patient database from the cloud etc. If a systems failure should occur, the printed day list provides the information necessary to reach patients who will need to be contacted if we are unable to see them on the next working day.

3.3 Equipment Failure

In the event of equipment failure, the first point of contact is Dr Alison Jones or Dr Gaenor Davison who will attempt to resolve the problem if possible. If Alison or Gaenor are not available or are unable to resolve the issue then depending on the failed equipment (e.g. autoclave, compressor, x-ray machine etc.) the appropriate service provider should be contacted. The Emergency Contact List contains full contact details. If the failure is such that we would be unable to provide an acceptable standard of care, we would contact patients with appointments booked in the near future and rearrange these, as necessary.

3.4 Failure Of Electricity Supply

In the event of an electricity supply failure it would be impossible to provide an acceptable standard of care until supplies are restored. The first action to take is to call our provider SSE to try to establish the reason for the power failure and likely time scale for restoration of supplies. In the event of an interruption likely to last 24 hours or less, we would use the

practice mobile to contact patients with appointments booked in the next 24 hours in order to rearrange their appointments as necessary. The printed day sheet allows us to do this without access to practice computer systems. In the event of an interruption that is likely to last over 24 hours, we would access a remote backup of our data to generate a list and contact affected patients and rearrange appointments as necessary. Where a patient is in need of urgent treatment before supplies are restored, we would contact the practices with whom we have reciprocal holiday cover arrangements and ask them to make arrangements to see the patient concerned.

3.5 Failure Of Water Supply

In the event of a water supply failure it would be impossible to provide an acceptable standard of care until supplies are restored. The first action to take is to call our provider Dwr Cymru to try to establish the reason for the supply failure and likely time scale for restoration of supplies. We would contact patients with appointments booked in order to rearrange these, as necessary. Where a patient is in need of urgent treatment before supplies are restored, we would contact the practices with whom we have reciprocal holiday cover arrangements and ask them to make arrangements to see the patient concerned.

3.6 Extreme Weather

If staff are unable to get to the practice due to extreme weather, e.g. snow, downed trees, flooding etc. or the practice has sustained significant damage that makes it impossible to provide an acceptable standard of care then we will rearrange the appointments of patients due to be seen in the next 24 hours (or as necessary). Where a patient is in need of urgent treatment before we can resume normal service we would contact the practices with whom we have reciprocal holiday cover arrangements and ask them to make arrangements to see the patient concerned. If no staff can get to the premises then computer systems can be accessed remotely and patients notified.

3.7 Flood

If there were flood damage to the building itself caused by a burst pipe or extreme weather event, for example, the action to be taken would depend on the severity of the damage. If it were not possible to provide an acceptable standard of care as the result of flood damage, we would contact patients and rearrange their appointments as necessary. If it is not possible to effect repairs and resume normal service within 14 days we would hire a portable dental surgery from a company such as <https://www.torton.com/products/clinics/dental> and set up in our car park. Where a patient is in need of urgent treatment before we can resume normal service, we would contact the practices with whom we have reciprocal holiday cover arrangements and ask them to make arrangements to see the patient concerned.

3.8 Fire

If our premises were damaged by fire the action taken would depend on the severity of the damage. If it were not possible to provide an acceptable standard of care as the result of the damage we would contact patients and rearrange their appointments as necessary. If a patient were in need of urgent treatment before we could resume normal service, we would contact the practices with whom we have reciprocal holiday cover arrangements and ask them to make arrangements to see the patient concerned. If it is not possible to effect repairs and resume normal service within 14 days we would hire a portable dental surgery from a company such as <https://www.torton.com/products/clinics/dental> and set up in the car park or locate an alternative site if this was not possible.

4.0 REVIEW

Document Author: Dr Alison Jones

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