

SMILE STUDIO PENARTH

EMERGENCY CONTINGENCY POLICY (BUSINESS CONTINUITY PLAN)

Business Continuity is often viewed as a necessary evil required to fulfil requirements of an insurer, a client audit or a regulatory review. We at Smile Studio see it as something that will show us how to prepare for and deal with an emergency should one arise.

Business Continuity planning allows us to be able to continue providing our services through a disruption or at least to have plans to recover key services provided to our patients whilst ensuring minimal damage to our reputation and to ensure we are satisfying legal and regulatory obligations.

Our Business continuity plan will

- **Reduce the likelihood of an emergency occurring** in the first place and thus the likelihood that Business Continuity Plans (BCP) are ever needed to be invoked
- **It can reduce our insurance costs year on year** by insuring we have little or no need to make claims.
- **It could potentially assist us in wining new business** as patients are able to be assured that we are able to see them and have robust plans in place should any incidents occur that allow us to ensure their care is still our priority
- **It helps us to genuinely protect our business.** By ensuring we have considered the consequences of equipment failures, staffing issues, natural disasters etc...

This plan sets out the measures we have taken to 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 that the threats that are 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
- Strong winds
- Floods (including frozen pipes)
- Fire
- Pandemics

NB: Many of these threats to the business overlap. For example, severe fire damage may also involve disruption to IT and communications. The various sections of this plan should be read together, as necessary, in order to provide a complete solution to a given situation.

Proactive steps

We have taken various proactive steps to reduce the risk of the threats identified above affecting our services:

General steps

- This policy is part of the practice website – 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.
- This policy is also printed off and in reception so that it is available for all team members to see.
- Telephone and email contact details for team members and essential support services (eg dental engineer, IT support, electrician, etc) are stored on the practice Managers and Principal dentists mobile telephones and in the practice address book.
- 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.

Telephone line failure:

We have three telephone lines into the practice, with an answering machine facility should any of the lines not be working or engaged. We test these lines each day to ensure they are working as expected.

IT systems failure:

We have IT systems that are a little over a year old All IT hardware is 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 software supplier (SOE) notify us of any system upgrades, be they to protect any potential virus or simply to increase functionality, this is then passed to our IT support team who install and back-up as required.

Our system has a mirrored hard drive maintained by our IT consultants (QuickSmart) who also ensure we are backed up every day.

We can securely access the dental software from off-site (which includes patient names, appointment times, appointment length and contact details) so that we can contact and reschedule patients in the event of an IT system failure.

Equipment failure:

The first point of contact is our Practice Manager – Julie Johnson, who will contact the necessary engineers, dependant on the nature of the problem:

If he is not available or are unable to resolve the problem, then there are different people to contact, depending on the nature of the equipment:

Alarms	GEM security	02920410510
Nurses - Locum	Tooth Fairies (Alex)	02920837433
Nurses - Locum	Cavity Dental (Sarah)	0118 9668291
Computers	QuickSmart - Adrian	07804587797 / 03303309069
Kavo Handpieces	Andy	07971992059
Autoclave	Eschmann (Alan Evans - Engineer)	01903765040
Phones	Pinnacle - Ben Stevens	02920365203
Dental System	SOE	08453455767
Dental Chair (SC)	Wayne - Engineer	07714102719
Compressor	Dave Evans	02920762822
Boiler M'tnce	Cardiff & Vale Gas - Brian	07966139525
Hygiene - Propy	Optident (Gareth)	07977279483
Hand pieces	Hand piece Express	01253600090
Electrician	Maldwyn Hopkins	0708096280
X-Ray Machines	DBG	08000281697
Regenlite / Fusion	Liam	07586522385
Water Machine	Wilkes Water	08004402521
Waste & Hygiene	Cannon (OCS)	0844 9670713 or 02920736436
HSE	Health & Safety Executive	0300 003 1747

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.

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 review our supplier (British Gas) on-line for any local power outages / timescales for fixes, failure to establish a reason for the outage we would make a call into British Gas (0800 111999) to try to establish the reason for the power failure and likely time scale for restoration of supplies.

In any event lasting longer than 1 hour, we would contact our patients using the printed day sheets.

In the event of an interruption that is likely to last over 24 hours, we would contact patients booked for the following day, (using our back up data, via Quicksmart - Computer maintenance team) allowing us to rearrange appointments as necessary, for urgent patient treatment we would contact the practice with whom we have reciprocal holiday cover arrangements, Greenfield Dental 02920 515151).

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 fully restored. That said our first response would be to go on-line to check on the Welsh Water website www.dwrcymru.com to ascertain if there were any known problems in our area and what the timescales were for remedying these, if no information were available then we would make a call into Welsh Water (0800 052 0145), to obtain this information. We would make contact with patients who have booked appointments to rearrange these, as necessary. Should we have a patient who is in need of urgent treatment, we would again contact the practice with whom we have reciprocal holiday cover arrangements, Greenfield Dental 02920 515151), requesting they see this patient on our behalf.

Strong Winds

It is unlikely, other than possible travel disruption as a result of cancelled trains, road accidents or debris (fallen trees / branches) that this particular event in weather would have a big impact on us being able to provide the level of services our patients expect and we expect to provide.

As all our dentists are local, failure to be able to reach the practice as a result of strong winds is severely unlikely. Should any of our nursing staff have difficulty getting into work we would initially contact our Agency - Tooth fairies (029 2083 7433) to see if we are able to get nurse cover, failing this we would need to review the day list for each dentist and make a call regarding each nurse's availability (those able to attend the practice) and potentially make a few changes to the appointment book in order to maintain an acceptable standard of care to our patients.

Flooding

Whilst flood damage to our building is unlikely to be of such severity as would prevent our patients (or staff) from accessing the building safely, if there were a flood caused by perhaps a burst water pipe for example, the action we would take would largely depend on the severity of the damage to the property.

In the event that we were unable to ensure patient / staff safety, and were unable to offer an acceptable standard of care we would use our day lists to contact the patients and re-arrange their appointments accordingly.

It is the responsibility of Julie Johnson to arrange the necessary repairs. If the repairs are so extensive as to likely shut the practice for a period of days we would contact the practice with whom we have reciprocal holiday cover arrangements, Greenfield Dental 02920 515151), to determine their ability to help us during the expected period, at all time ensuring our patients are kept informed of the situation via our telephone lines / website and social media.

Fire

The action taken here would be that of flooding above. The only exception would be if the damage were so severe as to require the complete or partial rebuilding of the

practice premises. In this instance we would need to reach out to dental practices in the vicinity to determine if they had a room we could rent or consider setting up one in a location convenient to our patients whilst still ensuring we maintain an acceptable standard of care to our patients and staff.

Pandemic

In the event that a pandemic disease breaks out, we would continue to provide our patients with the services they require, however this would only be if it were safe to do so both for them and our staff.

For our staff members who phone in reporting 'Flu' symptoms, (e.g. fever, cough, sore throat, headache, aching joints or muscles) we would request that they remain at home until the symptoms pass. Similarly to that of patients displaying these symptoms, we would request that they re-book their appointments once they have recovered, the exception to this would be only patients whose treatment is deemed critical. At all times our dentists, hygienists and nursing staff are instructed that their face masks and disposable gloves / aprons are worn (as in the infection control policy).

Hand hygiene expected within the surgeries will be extended to outside of surgeries (i.e. waiting rooms) – Tissues with a lined bin for the disposal of these, hand sanitiser will be supplied and patients encouraged to use.

Should the event be more severe or intense it is possible that we would need to suspend services and close under the government's emergency powers, in the same way that schools are closed and hospitals are restricted to emergency services only. This would be monitored via the HIW, The British Dental Association and the Department of Health and National Health Service.

HIW

In any event that requires the practice to be closed, resulting in service interruption it is the responsibility of Julie Johnson / Dr Sarah Cuffin to notify HIW.