

**Business Continuity Action Sheet for:**

Complete as many as required:

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| DisruptiveEvent | Unavailability of sta | ff thro | ugh sickness, absen | ce or | industrial action |  |
| RiskRating | Likelihood(1-5): | Likel | Impact(1-5): | Mod | OverallRisk-Rating | 12 (4 for industrial action) |
| DescriptionofNature/Extentof ImpactofthisEventonService | Inability to provide the service erate | | | | | |

**Immediate Actions (0-2 Hours):**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | **Description of necessary action** | **By whom** | **Using (staff, resources, etc)** Face to face | **Inter-dependencies** |
| **1.** | Contact clinical lead/matron/AGM to seek support from staff allocated elsewhere | NIC |  |
| **2.** | Contact TSB department to establish whether additional staff can be sought | NIC/ Matron | Telephone/face to face if telecoms down |  |
| **3.** | Inform patients of likely delay and offer option to rebook if situation not resolved within 2 hours. | Clinicians/nursing staff | Face to face |  |
| **4.** | Inform divisional management team of issue | NIC / Matron | Telephone/face to face |  |
| **5.** |  |  |  |  |

**Subsequent Actions (2-6 Hours):**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | **Description of necessary action** | **By whom** | **Using (staff, resources, etc)** | **Inter-dependencies** |
| **1.** | Ensure that appropriate HR policies are in use | All staff  Nurse in Charge/ Matron |  |
| **2.** | Complete a Datix incident form | IT services |  |

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