

Standard Operating Procedure (SOP)

SOP Title	Unplanned Downtime of Maternity Information System: Business Continuity		
SOP Number	020		
Care Group	Women and Children's		
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Author	Maternity Information System Team		
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Distribution	All Maternity areas		
Location	Maternity Services		

Document Control				
Version	Date	Author	Status	Comments
1	12 th October 2014	Sally Maddox	New	To provide clear guidance what to do if the Maternity Information System becomes unavailable
2	12 th October 2017	Melanie Stubbs	Full review	Updated document.
3	17 th November 2023	Lisa Yeaman	Full review	Updated document
3.1	15 TH April 2024	Lisa Yeaman	Update	Appendix - Badgernet Escalation Flowchart and process for obtaining unit numbers.

SOP Objectives	To provide a clear back up process for managing unexpected periods of Maternity Information System downtime and to enable key aspects of clinical care to be entered retrospectively into the electronic pregnancy record to update it and enable continuity of business processes.
Scope	Maternity Manager on Duty or On Call when there is no Maternity Information System Team Member on duty.
Performance Measures	"Compliance with this guideline / SOP will be audited as part of the Shrewsbury and Telford Hospital NHS Trust's five-year rolling programme of NICE and local guideline audits, unless circumstances require an earlier or more frequent audit. The audit will be carried out using the auditable standards and the results will be reported and acted on in accordance with the Trust Clinical Audit Policy (CG25)".

Number	Brief	Responsibility
1	The manager will need to determine if the Maternity Information System (MIS) is down (unavailable) by a particular device, Ward, Site or County-wide. The manager will be expected to provide as much information to the on-call IT staff as possible by performing some initial checks.	Maternity Manager
2	Check if the PC is functioning normally other than the MIS. Check local power supply and cables are connected to the PC & printer. If the problem affects only one PC, reboot the PC.	Maternity Manager
3	Determine if the area can access the internet. If the internet is not available on more than 2 PC's then there may be problems connecting to the server. If the internet works but the MIS is not available, then it suggests a problem with the MIS.	Maternity Manager
4	If not PC specific, ascertain how many wards or sites are affected. All sites are directly connected to the network server, neither site will be able to access the MIS.	Maternity Manager
5	Once you have determined if it is the server or the MIS that is not working, contact: During Normal Working Hours: SaTH IT support desk Ext. 2522 Outside Normal Working Hours: The on-call SaTH IT engineer via switchboard. Inform the engineer of the problem and the checks that you have already made.	Maternity Manager
6.	The on-call engineer should be able to give you an estimate for the time they can log on to investigate the problem and subsequently a time for being able to fix the problem. This step may take up to an hour for the on-call engineer to log on/get on site and diagnose the problem.	Maternity Manager
7.	During Normal Working Hours: If SaTH IT advises that the problem is with the MIS, you can contact the digital team directly who will report the issue to the system supplier on your behalf on Ext 5744 or 07510 587162 Outside Normal Working Hours: The system supplier can be contacted for Priority 1 calls only. An example of a priority 1 call would be being unable to access the Badgernet log in box on any PC where the MIS is installed. If the system supplier needs to be contacted out of hours the contact details are 0131 221 7700	Maternity Manager

8A	If IT suggests that the issue is Trust side and is likely to be fixed within an hour of IT having diagnosed the problem, you will probably ask users to enter their data when the issue is fixed but before the users go home.	Maternity Manager
8B	If IT advise that the problem is not able to be within the hour you can instigate the use of 'Reversion Documents'. Any data entered on a reversion document needs to be entered onto the MIS as soon as possible once the MIS is available again. Any user can enter the data retrospectively as soon as possible into the MIS; the user must make an 'Internal Comment' to say why the data has been entered retrospectively, followed by their name and date & time. You must stress the importance of the need to enter the data retrospectively, so the record is complete.	Maternity Manager
8C	All wards and units have a relevant set of 'Reversion Documents' in a folder. If additional copies are required, the Reversion Documents can be photocopied when required in order to prevent wasting paper and copies going out of date. Each ward is responsible for ensuring they have a folder containing an up-to-date set of reversion documents. When reversion documents are updated, they are sent by the MIS Team to every ward and area to replace the existing set. Further sets are available on request from the MIS Team.	Maternity Manager
8D	For babies born during the system downtime a barcode label with a hospital number should be allocated. If PAS is available, the baby should be registered onto the system. If the system downtime is expected to be prolonged the digital midwifery team will notify child health by contacting sshis.childhealth@nhs.net . The NHS number can then be requested manually.	
9	You should phone all working areas and inform them of the plan to use reversion documents and subsequent actions.	Maternity Manager
11	Complete a DATIX as soon as you are able to.	Maternity Manager
12	The IT manager on-call will provide updates to the Maternity Manager.	IT Manager
13	If the problem is resolved prior to the IT engineer being onsite, please notify the IT manager on-call so that the engineer visit can be stood down.	Maternity Manager
13	All data entered onto the reversion documents need to be transcribed back into the MIS as soon as the system is available again. It is the responsibility of the midwife who provided the care to enter the data. The data should only be entered by another member of staff or a system administrator in exceptional circumstances and if authorised by the system administrator or if out of hours, the 'maternity manager on-call'. The date and time of the event must be the date and time the care was provided and preferably by the member of staff who provided the care.	Clinicians

	<p>Once the data has been entered into the MIS, the staff member is strongly advised to add a comment via a “clinical note” to state that “Due to system failure, reversion documents were used, and data was entered retrospectively” Add the name and date of the person adding the information.</p> <p>Reversion documents must then be scanned into the system and put into the confidential waste.</p>	
14	Leave a message to inform the MIS team of the event, actions taken & DATIX reference number.	Maternity Manager
Glossary	MIS	Maternity Information System
	Down/downtime	Unavailable service
	IT	Information Technology
	PC	Personal Computer
	Server	A system that provides a network service
	Citrix	A system that allows users to access SaTH systems in non SaTH premises
	MLU	Midwifery Led Unit
	Reversion Documents	A printed version of the on-line forms within the MIS
	Data	Information to be entered into the MIS
	DATIX	Web based patient safety reporting system
References	Nursing and Midwifery Council	The Code: Professional Standards for Practice and Behaviour for Nurses and Midwives
	General Medical Council	Good Medical Practice

OUT OF HOURS BADGERNET ESCALATION FLOWCHART



