

External Major Incident Plan

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1. Purpose

Following this plan will help the Trust meet its obligations to:

- Support the major incident plans of other Trusts and Authorities throughout the North East and Yorkshire region. See Appendix 1.

1.1. NHS service-wide for emergency

The NHS service-wide objective for emergency preparedness and response is:

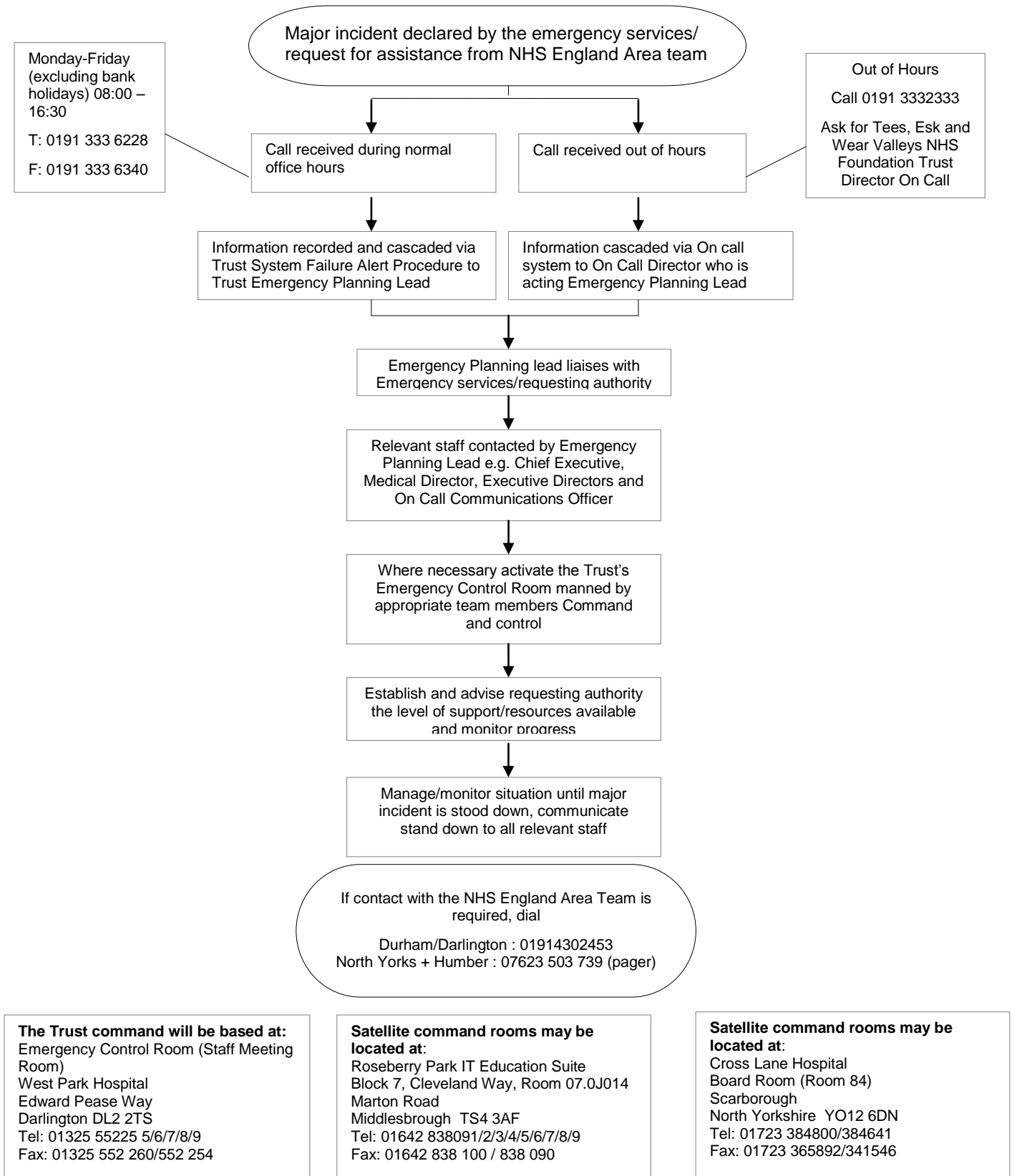
- to ensure the NHS is capable of responding to major incidents of any scale in a way that delivers optimum care and assistance to the victims;
- to minimise the consequential disruption to healthcare services;
- to bring about a speedy return to normal levels of functioning.

2. Related documents

This procedure refers to:-

- [Business Continuity Policy](#)
- [Security Policy](#) (bomb hoax)
- [Internal Emergency Plan](#)
- Locality service plans
 - [Durham and Darlington](#)
 - [Teesside](#)
 - [North Yorkshire and York](#)
 - [Child and Adolescent Mental Health Services](#)
 - [Forensic Services](#)

3. External major incident process flowchart



4. Command and Control Team

4.1. Based at

Emergency Room (Staff Meeting Room)
West Park Hospital
Edward Pease Way
Darlington
DL2 2TS
Tel: 01325 552 255/6/7/8/9
Fax: 01325 552 260 / 01325 552 254

4.2. Satellite Command Rooms

May be located at:

| | |
|---|-------------------------------------|
| Roseberry Park | Cross Lane Hospital |
| IT Education Suite | Cross Lane |
| Block 7, Cleveland Way | Scarborough |
| ROOM 07/OJ014 | North Yorkshire |
| Middlesbrough | YO12 6DN |
| TS4 3AF | Tel: 01723 343 500 |
| Tel: 01642 838 091/2/3/4/5/6/7/8/9 | Fax: 01723 365 892 / 341 546 |
| Fax: 01642 838 100 / 01642 838 090 | |

4.3. Membership of Command and Control Team

4.3.1 Command and Control Team Members

| Team Role | Named Person | Deputy 1 | Deputy 2 |
|---|---|---|---|
| Team Leader Trust Emergency Planning / Pandemic Influenza Lead | Brent Kilmurray Chief Operating Officer 01325 552306 brent.kilmurray@nhs.net | Chris Stanbury Director of Nursing and Governance 0191 333 3583 07971 020257 (w) 07799 455920 (p) Chris.stanbury@nhs.net | Director On Call |
| Nursing and Governance | Chris Stanbury Director of Nursing and Governance 0191 333 3583 07971 020257 (w) 07799 455920 (p) Chris.stanbury@nhs.net | Lesley Mawson Associate Director of Nursing and Compliance 0191 333 6591 07974 222893 Lesley.mawson@nhs.net | Christine McCann Associate Director of Nursing and Governance 0191 333 6513 0791 9014410 07500148936 Christinemccann@nhs.net |
| Infection Prevention Control PI Project Lead | Angela Ridley IPC and physical Health Care Lead Nurse 0191 333 6343 07881 824564 Angela.ridley1@nhs.net | Alexia Hardy IPC and Physical Health Care Senior Nurse 01642 516435 07901 446 869 Alexia.hardy@nhs.net | Emma Jones IPC and Physical Healthcare Nurse 01642 516121 07917 246426 e.jones7@nhs.net |
| Operational Lead | Brent Kilmurray Chief Operating Officer 01325 552306 brent.kilmurray@nhs.net | David Brown Service Director 01642 853560 07989 307280 Davidbrown@nhs.net | Paul Newton Service Director 01642 837533 07717 541600 Paul.newton3@nhs.net |
| E&F Lead | Rob Cowell Director of Operations EFM 0191 333 6224 07810 836460 Rob.cowell@nhs.net | Linda Parsons Associate Director of Operational Services 0191 333 6207 07789504779 Linda.parsons5@nhs.net | Dave Turner Associate Director of Estates 0191 333 6226 07810 881 375 dave.turner1@nhs.net |
| Human Resource Lead | Beverley Vardon-Odonkor Head of Workforce Information and Assurance 01642 835491 07922 100179 Beverley.vardon-odonkor@nhs.net | Sheila Cowan Head of Operational Human Resources 01642 516883 0778 6915439 Sheila.cowan@nhs.net | David Levy Director of Human Resources and Organisational Development 01642 516410 07826 874800 d.levy@nhs.net |
| Communications Lead | Angie Binns Communications manager 01325 552303 07796 612015 Angie.binns@nhs.net | Julie Jones Head of Communications 01325 552310 07788 627680 Julie.jones30@nhs.net | Jeanette Duffy Communications Officer 01325 552023 Jeanette.duffy@nhs.net |
| IMT and Telecoms Lead | Linda Blenkinsopp Head of Information (Operations) 01642 516288 07979 457601 Linda.blenkinsopp@nhs.net | Carole Walker-Jones Head of Information - Strategic Projects 01642 283978 0771 7571627 carole.walker-jones@nhs.net | Adam Lavington Information Product Manager 0779 5221792 adam.lavington@nhs.net |
| Pharmacy Lead | Richard Morris Deputy Head of Pharmacy 01642 838250 Richard.morris2@nhs.net | Sue Hunter Associate Director of Pharmacy 01642 837664 07776 245337 Sue.hunter2@nhs.net | Ros Prior Clinical Pharmacy Services Manager 0191 4415782 07717 727668 Ros.prior@nhs.net |
| Emergency Planning Lead | Nigel Packer Emergency Planning and Business Continuity Manager 07775 626866 Nigelpacker@nhs.net | Linda Parsons Associate Director of Operational Services 0191 3336207 07789504779 Linda.parsons5@nhs.net | |
| Communications On-Call Contact | 07920 297057 | | |

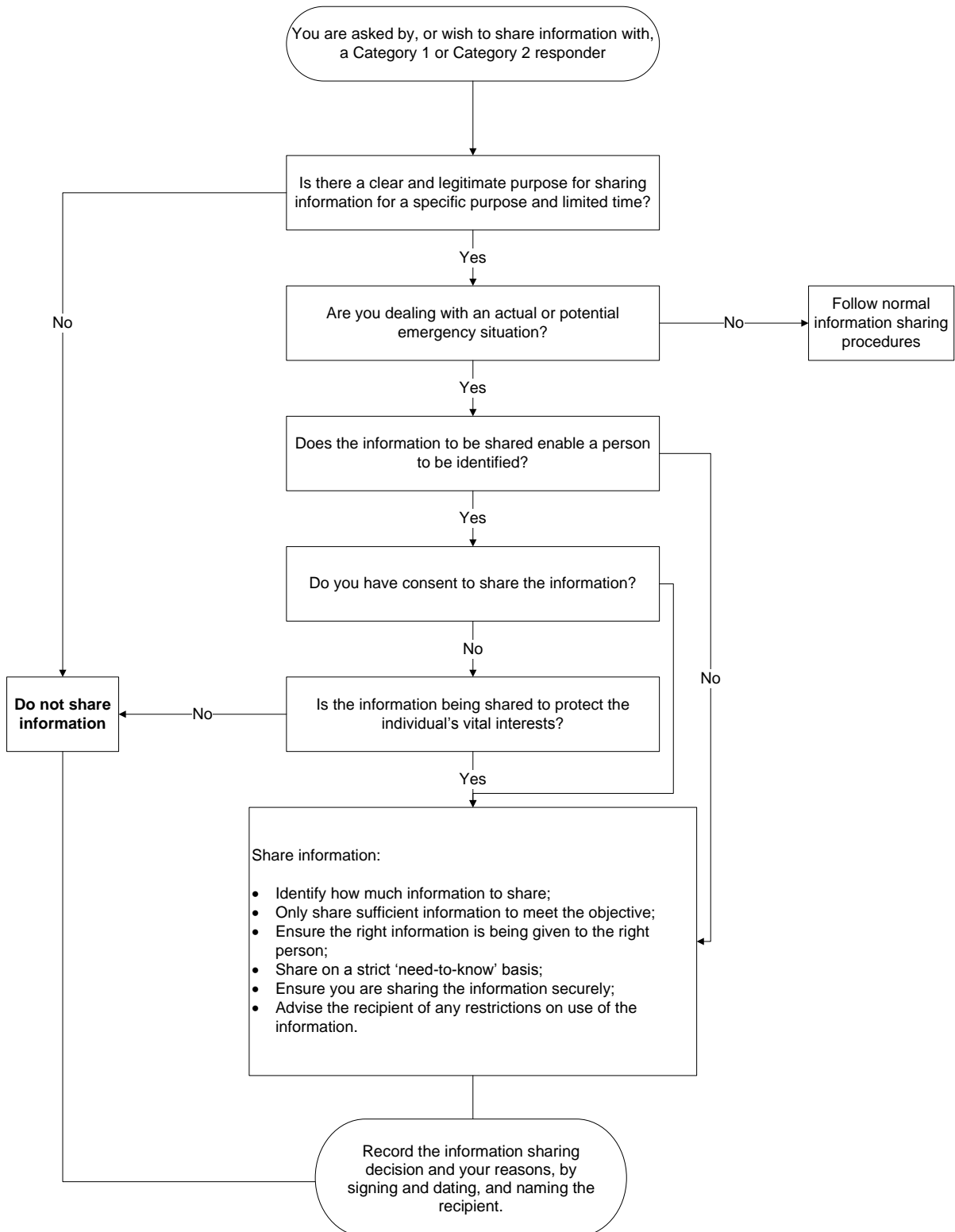
4.3.2 Loggist Contact Details

| Name | Telephone | Email | Work Base |
|-------------------|---------------|--|---|
| Kathy Alexander | 01325 55 2306 | kathyalexander@nhs.net | West Park Hospital Darlington |
| Julie Allen | 01642 837 683 | Julie.allen15@nhs.net | Adult Mental Health Inpatient Services, First Floor Roseberry Park, Middlesbrough |
| Glynis Arkle | 0191 333 6272 | Glynis.arkle@nhs.net | Estates and Facilities Management, LRH, Durham |
| Linda Beames | 01642 516440 | Linda.beames@nhs.net | Flatts Lane Centre Middlesbrough |
| Lesley Blair | 01642 837533 | Lesley.blair1@nhs.net | Flatts Lane Centre Middlesbrough |
| Zoe Briggs | 0191 594 5794 | z.briggs@nhs.net | Admin Lead and PA CAMHS North End House Durham |
| Tracey Brightwell | 0191 594 5822 | Tracey.brightwell@nhs.net | CQUIN Secretary CAMHS North End House Durham |
| Suzanne Cox | 01642 424179 | Suzannecox1@nhs.net | 1 st Floor Admin Office Roseberry Park, Middlesbrough |
| Shauna Donnelly | 01723 384 693 | Shauna.donnelly@nhs.net | Crisis Resolution and Home Treatment Team Cross Lane Hospital Scarborough |
| Steph Hedley | 01325 743 170 | stephaniehedley@nhs.net | Team Secretary Darlington CAMHS |
| Kelly Jacobs | 01723 384 665 | Kellyjacobst@nhs.net | Currently off sick |
| Carol Marshall | 01723 384 600 | Carol.marshall4@nhs.net | MHSOP Secretary Cross Lane Scarborough |
| Susan Meakin | 01723 384 632 | smeakin@nhs.net | Cross Lane Hospital Scarborough |
| Jackie Mitchell | 01642 838 205 | Jacqueline.mitchell3@nhs.net | Roseberry Park Middlesbrough |
| Joy Raw | 01423 55 3681 | Joy.raw@nhs.net | Briary Wing Harrogate District Hospital |
| Pam Watson | 0191 333 6595 | pam.watson@nhs.net | Estates and Facilities Management, LRH, Durham |
| Sandra Whitehead | 01642 527 549 | Sandra.whitehad2@nhs.net | Stockton Psychosis Tea Ideal House Thornaby Stockton |
| Ann Wilson | 01325 552077 | ann.wilson10@nhs.net | West Park Hospital Darlington |
| Dawn Woods | 01642 837 512 | dawnwoods@nhs.net | Currently on leave until early December |

4.3.3 Secretariat Contact Details

| Named Person | Work Tel | Email |
|---------------------|---------------|--|
| Catherine Ainsworth | 0191 333 6517 | Catherine.ainsworth@nhs.net |
| Sue Harvey | 01642 358918 | Sue.harvey8@nhs.net |

5. Information sharing in an emergency



For further details regarding sharing personal information see Appendix 3.

6. Definitions

| Term | Definition |
|-----------------------|---|
| LHRP | Local Health Resilience Partnership |
| NHS EAT | NHS England Area Team |
| CCA | Civil Contingencies Act (2004) |
| DPA | Data Protection Act (1998) |
| HRA | Human Rights Act (1998) |
| Major incident | <p>Any occurrence that presents serious threat to the health of the community, disruption to the service or causes (or is likely to cause) such numbers or types of casualties as to require special arrangements to be implemented by hospitals, ambulance trusts or primary care organisations.</p> <p>NHS Emergency planning guidance 2005</p> <ul style="list-style-type: none"> • An incident where the number and types of casualties overwhelm or threaten to overwhelm normal services and special arrangements are needed to deal with them e.g. Major incident, fire. • An incident which poses a serious threat to the health of the community e.g. Terrorism. • Where there is a potential for the health service itself to suffer serious internal disruption. |

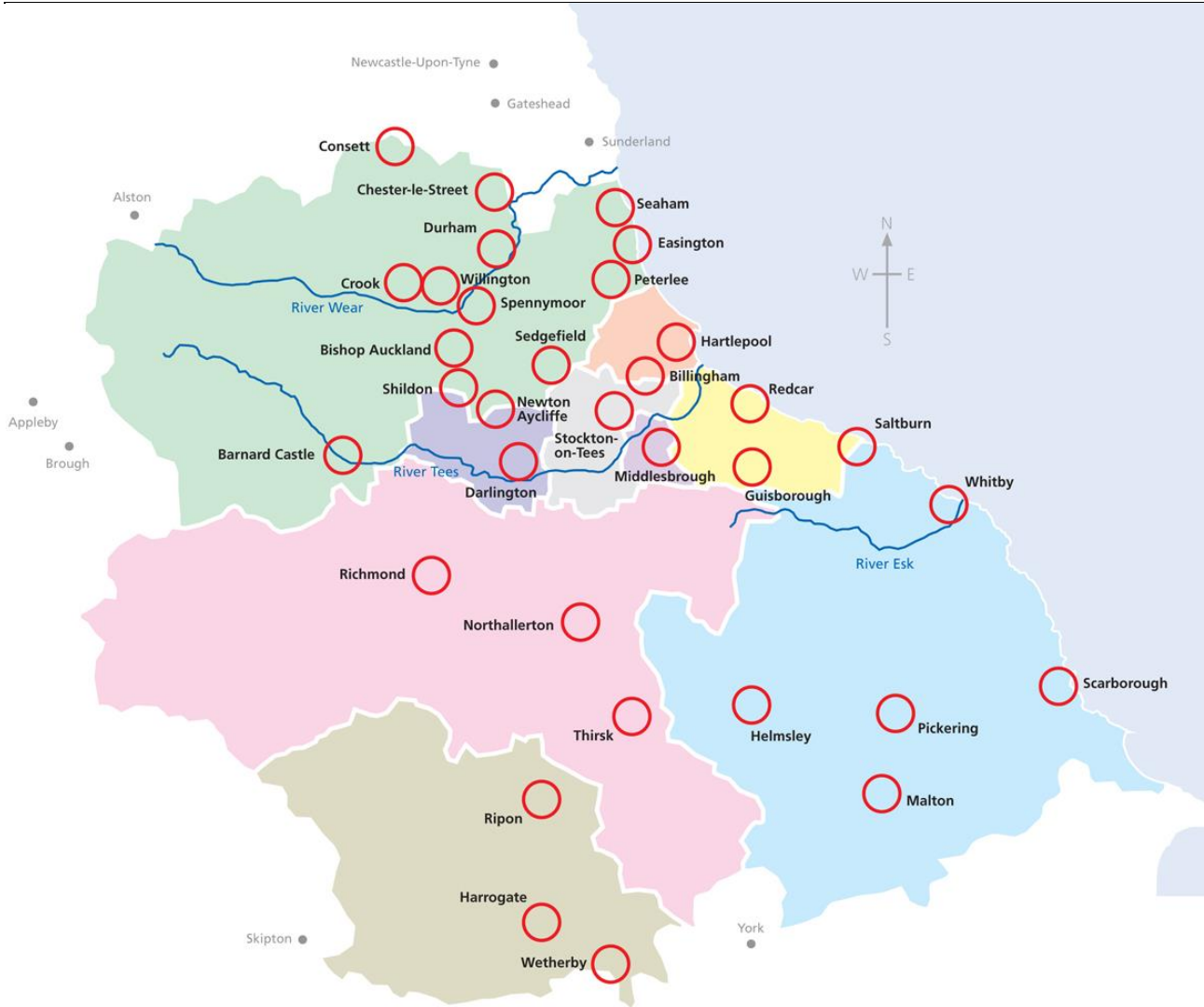
Category 1 Responder – Acute Trust, Ambulance Trust, Police, Fire Brigade, Maritime and Coastguard, Local Authorities, Public Health England (PHE), NHS England

Category 2 Responder – Utility companies and transport i.e. gas, electricity, water; Health and Safety Executive (HSE)

7. Document control

| | | |
|---|---------------------------------------|--|
| Date of approval: | 3 July 2013 | |
| Next review date: | 3 July 2016 | |
| This document replaces: | External Major Incident Plan v6 | |
| Lead: | Name | Title |
| | Nigel Packer | Emergency Planning and Business Continuity Manager |
| Members of working party: | Name | Title |
| | | |
| This document has been agreed and accepted by: (Director) | Name | Title |
| | Chris Parsons | Director of Estates and Facilities Management |
| This document was approved by: | Name of committee/group | Date |
| | Executive Management Team | 3 July 2013 |
| An equality analysis was completed on this document on: | 29 February 2012 | |
| Amendment details: | Minor amendments to telephone numbers | |

Appendix 1 – Tees, Esk and Wear Valleys geographical areas



Appendix 2 – Trust contacts

| Contact | Title | Location | Phone / Mobile | Fax | Email Address |
|--------------------------------|-------------------------|---|---|--------------|--|
| On Call director | Out of Hours | Trustwide (Durham) (Darlington) | 0191 3332333 01325 552000 or 01325 380100 | | |
| On Call for Estates dept | | PFI Roseberry Park PFI Lanchester Road Durham Teesside | 01642 837300 07917 098250 0191 4415700 0191 333 2333 01642 631010 | | |
| On Call Communications Contact | | | 07920 297057 | | |
| Main Switchboard | | Durham | 0191 3332333 | 0191 3332966 | |
| Main Switchboard | | Darlington | 01325 380100 | 01325 743588 | Jackie.inston@cddf.nhs.uk |
| Main Switchboard | | Scarborough | 01723 368111 | 01723 342264 | telephonistemailgroup@acute.sney.nhs.uk |
| Main Switchboard | | North Tees | 01642 617617 | 01642 624286 | |
| Cross Lane | General Managers Office | Scarborough | 01723 343 500 | 01723 343534 | |
| West Park | | Darlington | 01325 552000 | 01325 552203 | Stuart.johnson2@nhs.net |
| Roseberry Park | | Middlesbrough | 01642 837300 | 01642 838090 | tewv.rpopersations@nhs.net |
| Ridgeway | | Middlesbrough | 01642 837108 | | |
| Flatts Lane | | Middlesbrough | 01642 288288 | 01642 283425 | |

| Contact | Title | Location | Phone / Mobile | Fax | Email Address |
|-------------------------|--|--------------------|-------------------------------|---------------|--|
| Martin Barkley | Chief Executive Officer | West Park | 01325 552077 07887 996045 | 01325 552024 | Martinbarkley@nhs.net |
| Lesley Bessant | Chairman | West Park | 01325 55 2077 07866 699235 | 01325 552024 | Lesley.bessant@nhs.net |
| Brent Kilmurray | Chief Operating Officer | West Park | 01325 552306 | 01325 552205 | brent.kilmurray@nhs.net |
| Phillip Bellas | Trust Secretary | West Park | 01325 552001 | 01325 552225 | p.bellas@nhs.net |
| Dr Nick Land | Medical Director | West Park | 01325 552304 | 01325 552205 | Nick.land@nhs.net |
| David Levy | Director of Human Resources & Organisational Development | Flatts Lane | 01642 516410 07826 874800 | 01642 516470 | d.levy@nhs.net |
| Beverley Vardon-Odonkor | Head of Workforce Information & Assurance | Flatts Lane | 01642 280131 | 01642 288955 | beverley.vardon-odonkor@nhs.net |
| Julie Jones | Head of Communications | West Park | 01325 552310 | | Julie.jones30@nhs.net |
| Colin Martin | Director of Finance | Flatts Lane | 01642 516408 07789 504817 | 01642 516470 | Colinmartin@.nhs.net |
| John Chapman | Financial Controller | Flatts Lane | 01642 283922 | 01642 283920 | john.chapman4@nhs.net |
| Linda Blenkinsopp | Head of Operations IM&T | Flatts Lane | 01642 516288 07979 457601 | 01642 283954 | Linda.blenkinsopp@nhs.net |
| Chris Stanbury | Director of Nursing & Governance | Lanchester Road | 0191 3333583 07971 020257 | 0191 3336377 | Chris.stanbury@nhs.net |
| Angela Ridley | Lead Senior Nurse IPC and Physical Health Care | Lanchester Road | 0191 333 6343 07881 824564 | 0191 333 6377 | Angela.ridley1@nhs.net |
| Emma Jones | IPC and Physical Healthcare Nurse | Lanchester Road | 01642 516 121 07917 246426 | 01642 283 389 | e.jones7@nhs.net |
| Stephen Scorer | Deputy Director of Nursing | Flatts Lane Centre | 01642 516216 07771931258 | 01642 516491 | Stephen.scorer@nhs.net |
| Christine McCann | Associate Director of Nursing and Governance | Lanchester Road | 0191 333 6513 07919 014410 | 0191 3336363 | christinemccann@nhs.net |

| Contact | Title | Location | Phone /Mobile | Fax | Email Address |
|------------------|---|--|-------------------------------|---------------|--|
| David Brown | Director of Operations for Teesside | Lancaster Road, Stockton-on-Tees | 01642 853560 07989 307280 | 01642 853556 | davidbrown@nhs.net |
| Tina Jenks | Head of Service AMH – Tees | Roseberry Park Middlesbrough | 01642 837684 07775 630944 | 01642 837687 | tina.jenks@nhs.net |
| Shaun Mayo | Head of Service MHSOP – Tees | Roseberry Park Middlesbrough | 01642 837659 07795 565 286 | 01642 837687 | shaunmayo@nhs.net |
| Paul Ellis | Head of Service LD – Tees | Warren Street Hartlepool | 01429 405845 07984 762734 | 01429 867315 | pellis1@nhs.net |
| Chris Davis | Head of Service CAMHS T3 and CAMHS LD – Tees and Durham and D'ton | Sniperley House Lanchester Road Durham | 0191 3336201 07786 915435 | 0191 333 6594 | chris.davis4@nhs.net |
| Paul Newton | Director of Operations Durham & Darlington | Lanchester Road | 07717 541600 01642 837533 | 01642 837689 | paul.newton3@nhs.net |
| Jo Dawson | Head of Service AMH Durham & Darlington | Lanchester Road | 0191 333 6504 07795 563152 | 0191 4415894 | jodawson@nhs.net |
| Sheila Halpin | Head of Service Learning Disabilities Durham & Darlington | Lanchester Road | 0191 441 5796 07899 054369 | 0191 4415946 | sheila.halpin@nhs.net |
| Carl Bashford | Head of Service MHSOP Durham and Darlington | West Park | 0191 441 5915 077717546564 | 0191 441 5894 | cbashford@nhs.net |
| Levi Buckley | Director of Operations – Forensics | Roseberry Park | 01642 837533 07768033598 | 01642 837689 | levi.buckley@nhs.net |
| Simon Lancashire | Head of Service – Forensic Mental Health | Roseberry Park Middlesbrough | 01642 837479 07717543078 | 01642 837688 | Simon.lancashire@nhs.net |
| Paul Cartmell | Head of Service – Forensic Learning Disabilities | Roseberry Park Middlesbrough | 01642 837535 07788 415 313 | 01642 837450 | paul.cartmell@nhs.net |

| Contact | Title | Location | Phone /Mobile | Fax | Email Address |
|------------------|---|---------------------------------|--------------------------------|---------------|--|
| Jackie Ennis | General Manager C&YPS | Lancaster House | 01642 853561 | 01642 853556 | Jackie.ennis@nhs.net |
| Adele Coulthard | Service Director – NYY | Friarage Hospital | 07768 033108 | 07944 608555 | adele.coulthard@nhs.net |
| Jan McLauchlan | Head of Service NYY MHSOP | Friarage Hospital | 01609 763426 01653 696661 | 01609 764634 | jan.mclauchlan@nhs.net |
| Paul Hyde | Head of NYY AMH | Cross Lane | 01723 384636 07901 511428 | 01723 343534 | Paul.hyde@nhs.net |
| Sue Hunter | Head of Pharmacy | Roseberry Park Middlesbrough | 01642 837664 | 01642 837664 | sue.hunter2@nhs.net |
| Sharon Pickering | Deputy Director of Planning and Performance | Lanchester Road | 0191 333 6506 07919 044985 | 01642 516470 | Sharon.pickering1@nhs.net |
| Linda Parsons | Associate Director of Operational Services | Lanchester Road | 0191 33 6207 07789 504779 | 0191 333 3039 | Linda.parsons5@nhs.net |
| Rob Cowell | Director of Operations EFM | Lanchester Road | 0191 333 6224 07810 836460 | 0191 333 6340 | Rob.cowell@nhs.net |
| Nigel Packer | EP & BC Manager | Flatts Lane | 01642 516850 07775 626866 | 0191 333 3039 | Nigelpacker@nhs.net |
| Paul Jemmett | Regional Manager | West Park | 01325 552251 07753 561720 | 01325 552253 | Paul.jemmett@integral.co.uk |
| Keith Atkinson | Site Supervisor | West Park | 01325 5532251 07739 634371 | 01325 552253 | keith.atkinson@integral.co.uk |
| Richard Hersey | Operations Director | PFI Lanchester Road | 07919 535 322 | 01423 521 767 | rhersey@gfm-uk.com |
| Gary Kenneth | Site Supervisor | PFI Lanchester Road | 0191 384 2251 07769 217 222 | 0191 383 0318 | lanchester@gfm-uk.com |
| Peter Higgins | Estates & Facilities Manager | PFI Roseberry Park | 01642 837375 07917839424 | | peter.higgins@laing.com |

Appendix 3 – Emergency service contacts

| Service | Location | Contact | Phone | Fax | Email address |
|--|-----------------|--------------------------------------|--|----------------|--|
| Emergency Services: Fire, Police, Ambulance, Coast Guard | | | 999 (May need to be pre-fixed with a 9 for external line i.e.9 999). | | |
| Civil Contingency Unit | Durham, DH1 5JR | | 0191 332 42 86 | 0191 383 04 89 | ccuenquiries@ddfired.gov.uk |
| Cleveland Fire Authority | | | 01429 872 311 | | info@clevelandfire.gov.uk |
| North Yorkshire Fire Control | | | 01609 788595 | | |
| Durham & Darlington Fire and Rescue Service | Durham | John Robson Risk and Resilience Team | 0191 384 33 81 | 0191 383 09 07 | serviceHQ@ddfired.gov.uk |
| Police Authorities – Non Emergency | Durham | | 101 | | |
| | Cleveland | | 01642 326 326 | | |
| | North Yorkshire | | 0845 60 60 247 | | |
| Yorkshire Ambulance Service NHS Trust | Wakefield | | 01904 666020 | | |
| North East Ambulance Services NHS Trust | Newcastle | | 0191 273 12 12 | | publicrelations@neas.nhs.uk |
| Emergency Planning Officer North Yorkshire Police | | Mark Davies | 01609 789 069 | | Mark.davies@northyorkshire.pnn.police.uk |
| Emergency Planning Manager North Yorkshire | County Council | Mark Wilkinson | 01609 532 110 07891 587 376 | | Mark.wilkinson@northyorks.gov.uk |

Appendix 4 – External contacts

| Organisation | Switchboard Telephone Number | Contact Name | Contact Name Telephone number/fax | Contact Name Email address | ECR Telephone/ fax | Emergency Room Email Address | Out of Hours Contact Number |
|--|------------------------------|---|---|--|--------------------|--|--|
| NHS England Area Team - Durham, Darlington and Tees | 01642 850850 | Andy Summerbell | 01138251615 07824 432 876 | andy.summerbell@nhs.net | | Majorincident1@nhs.net Majorincident2@nhs.net Majorincident3@nhs.net | 0191 430 2453 0191 430 2498 |
| NHS England Area Team - North Yorkshire and Humber Monks Cross , York | | Donna Jermyn Head of Emergency Planning (from July 1 st 2014) | 01138257632 07900 715459 | donna.jermyn@nhs.net | | | 07623 503739 07623 909180 (pagers) |
| Public Health England North East Floor 2, Citygate Gallowgate Newcastle upon Tyne NE1 4WH | | Ian Rufus | T: 0845 2253550 F: 0191 221 2584 | | | | 0191 2697714 |
| Public Health England North Yorkshire and Humber, Block 2 FERA, York YO41 1LZ | 01904 687100 | Stephen Morton Valerie Ellison | T: 01904 468900 T: 01904 468051 | Stephen.morton@phe.gov.uk Valerie.ellison@phe.gov.uk | | | 0300 3300260 ask for Duty Clinician |

| Organisation | Switchboard Telephone Number | Contact Name | Contact Name Telephone number/fax | Contact Name Email address | ECR Telephone/fax | Emergency Room Email Address | Out of Hours Contact Number |
|--|------------------------------|----------------------------------|--|--|---|--|-----------------------------|
| NHS Durham, Dales, Easington and Sedgfield Commissioning Group | 0191 3713222 | Clair White Deborah Perry | T: 0191 3713225 T: 07884 234521 T: 0191 3713218 T: 07881 366518 | Clairwhite1@nhs.net Deborah.perry@nhs.net | | | |
| N Yorks & Humber Clinical Commissioning Group | | | | | | | 07623 947 141 (pager) |
| University Hospital North Durham/ Darlington Memorial Hospital | 0191 3332333 01325 380100 | Diane Murphy | 01325 743339 | Diane.murphy@cddft.nhs.uk | 0191 333 2540 01325 744 359 | Trust.Command@cddft.nhs.uk | 0191 3332333 |
| University Hospital North Tees / Hartlepool | 01642 617617 | Gaynor Young | 01642 383984 | Gaynor.young2@nth.nhs.uk | 01642 74 6001 01642 74 6002 01642 74 6003 01642 74 6004 01642 74 6005 01642 62 4476 01642 670 932 | majorincidentroomNT@nth.nhs.uk | 01642 617617 |
| James Cook Hospital | 01642 850850 | TBC | | | 01642 282 839 01642 854 224 | MICP@stees.nhs.uk | |

Appendix 5 – Sharing Personal Information

The Civil Contingencies Act 2004 (CCA) requires the PCT, as a Category One responder, to share information with other Category One and Category Two responders to facilitate risk assessment, assist business continuity planning and inform the planning for, response to and recovery from an emergency.

The CCA makes an initial presumption that all information should be shared, however it recognises that the release of some information, and of information to some audiences, may need to be restricted. Any information that is shared can be restricted in its use by the providing organisation.

Whilst there is a formal procedure for requesting information under the CCA, other alternatives should be considered first. Where possible, information should be shared as part of a culture of co-operation.

It is possible that the PCT might be asked to share personal data, as defined by the Data Protection Act 1998 (DPA), in order to assist in the response to the major incident. An example would be a request from the emergency services to provide information regarding vulnerable people within a community to assist during an evacuation. Personal data is defined with the DPA as any data relating to a living individual who can be identified from the data. The DPA further defines some personal data as sensitive personal data and this would include data relating to an individual's health. The way in which personal data can be used is governed by the 8 data protection principles in schedule 1 of the DPA.

The balance in either sharing or not sharing information can shift during the phases of an emergency. Consideration should be given to the risks and harm which may result if the information is not shared. During an emergency, it is more likely than not that it will be in the interests of the individual for personal data to be shared. When considering the legal issues and to help get the right decision in an emergency, it is acceptable for responders to have in mind some fairly broad-brush and straightforward questions:

- Is it unfair to the individual to disclose their information?
- What expectations would they have in the emergency at hand?
- Am I acting for their benefit and is it in the public interest to share this information?

Whilst the answers to these questions are not a substitute for deciding about fair and lawful processing, whether a DPA condition is met, or whether a duty of confidentiality applies, they are useful tools for getting to the right view.

A number of enabling conditions must be met by organisations that wish to share sensitive data about any living individual, if the information could be used to identify that individual. Dependent upon the circumstances of the emergency, it is possible that the enabling conditions could reasonable be met. The key conditions which must be met are:

- A legal basis to share the information – the regulations made under the CCA to provide a legitimising criteria for the sharing of the personal data under the DPA.
- A condition from Schedule 2 of the DPA – sharing information to protect the person's vital interests (vital interests include situations where there is a risk of significant harm to life) would meet this condition.
- A condition from Schedule 3 of the DPA – sharing information to protect someone's vital interests from when the person to whom the information relates cannot consent, is unreasonably withholding consent, or consent cannot reasonably be obtained would meet this condition.

In order to remain compliant with the DPA, when sharing information as part of CCA duties, the following requirements must also be met:

- Information is being shared for a specific purpose;
- Information is being shared for a limited time;
- Information is only to be shared between named Category 1 and Category 2 responders that have a defined (as assessed by the requesting organisation or individual).

The processing of personal data must be proportionate to the requirements of the emergency. Whilst there may be a need to identify a particular individual as requiring additional assistance due to their being vulnerable, there is unlikely to be a need to share specific medical or health information. The principle should be to share the minimum amount of personal data. The 6 Caldicott principles must be followed when handling patient-identifiable information. They are:

- Justify the purpose(s) of every proposed use or transfer;
- Don't use it unless it is absolutely necessary, and;
- Use the minimum necessary;
- Access to it should be on a strict need-to-know basis;
- Everyone with access to it should be aware of their responsibilities, and;
- Understand and comply with the law.

In making any decision to share information or not, a record should always be kept of the reasons for the decision. Where the decision is made to share data, then a record should be kept of what the information was and who it was shared with. Individuals should be informed that their data may be shared for emergency response or recovery purposes unless to do so involves disproportionate effort.

The Human Rights Act 1998 (HRA) provides individuals with the right to respect for private and family life, home and correspondence. Where data collection and sharing is taking place without the individual's consent, the protection afforded by the HRA may be relevant. The HRA does provide lawful restrictions on these rights for use by public authorities in certain circumstances such as public safety and the protection of health. The collection and sharing of data in the pursuit of these lawful aims (sharing data in an emergency) is therefore likely to be legitimate.

Further information regarding the sharing of information in an emergency can be found in the document 'Data Protection and Sharing – Guidance for Emergency planners and Responders' via <http://www.cabinetoffice.gov.uk/media/132709/dataprotection.pdf> or from the Trusts Information Governance Department.

Appendix 6 - Psychological therapy - good practice guidelines

The following Good Practice Points are based on NICE guidance. The relevant Guideline reference is given in brackets. For more detailed guidance please see the NICE Guideline 26 Post Traumatic Stress Disorder (PTSD). The management of PTSD in adults and children in primary and secondary care. (2005).

1. All Health and Social Care workers should be aware of the psychological impact of traumatic incidents (11.9.1.3). See section 4.1 and 4.2.
2. Routine use of a brief screening tool for PTSD after a major incident should be considered (11.2.3.1) but a single debriefing session should not be offered (11.9.1.3).
3. Watchful waiting for 4 weeks post trauma is an acceptable way of managing PTSD but follow up should be arranged within a month. As sufferers can avoid engaging in treatment it is important that non-attendees should be followed up to ensure that the sufferer is not attending due to the effects of the trauma (11.9.1.1).
4. Treatment for PTSD can be offered within 1 month of the trauma if the reaction is severe enough to warrant it (11.9.1).
5. Healthcare professionals should only consider psychological therapy when the sufferer considers it safe to proceed. (11.8.1.5).
6. **Co-Morbidities.** Where the patient has both depression and PTSD, the PTSD should be treated first however there may be circumstance in which this is not appropriate (11.8.2.1).
7. **Co-Morbidities.** Where there is a high risk of suicide or harm to others, this risk should be managed first. (11.8.2.2).
8. **Co-Morbidities.** Where the depression is so severe that psychological treatment for PTSD is difficult, the depression should be treated first. (11.8.2.3).
9. **Co-Morbidities.** Where the sufferer is drug or alcohol dependent, and this will significantly interfere with treatment, this should be treated first. (11.8.2.4).
10. Where sufferers of PTSD are jointly managed between Primary and Secondary Care responsibility for monitoring should be agreed and recorded in writing. This agreement should be shared with sufferers and where appropriate their family and carers. (11.4.1.4).
11. For people who do not speak English or where there are cultural differences interpreters and bicultural therapists should be used. (11.7.1.3).
12. Children should have access to psychological therapy for PTSD. (11.9.5).

Appendix 7 – Traumatic Events

During the Incident

- When you are involved in a traumatic incident you will have a number of reactions that you can expect to feel. These include:
 - Anger
 - Confusion
 - Disbelief
 - Fast breathing
 - Intense fear
 - Nausea
 - Numbness
 - Pounding heart
 - Sweating
 - Trembling or shaking
- These are normal responses and **most** subside when we know we are out of danger.

Following the Incident



After being involved in a traumatic incident you will have a number of **normal** responses which can continue for a **few weeks** after the trauma.

You may feel:

- **Anxiety or fear** of being alone or other frightening situations of danger to ourselves, to those we love, or of a similar event happening again;
- **Avoidance** of situations or thoughts that remind you of the traumatic event;
- **Being easily startled** by loud noises or sudden movements;
- **Flashbacks** where images of the traumatic event come suddenly into your mind for no apparent reason or where you mentally re-experience the event;
- **Lack of interest** in usual activities, including loss of appetite or sexual interest;
- **Feeling sad, alone**, or experiencing a sense of loss;
- **Shock or disbelief** at what has happened, feeling numb or unreal, or feeling isolated or having nightmares;
- **Sleep problems** including getting to sleep, waking in the middle of the night, dreams or nightmares;
- **Problems with thinking**, concentrating or remembering things;
- **Preoccupation** with the trauma;
- **Guilt and self-doubt** for not having acted in some way during the trauma, or for being better off than others, or feeling 'responsible' for another person's death;
- **Anger** or irritability at what has happened, at the senseless nature of it all, at what

caused the event to happen, often asking 'why me?';

- **Physical symptoms** may consist of tense muscles, trembling, shaking, diarrhoea, constipation, nausea, headaches, sweating and tiredness.



If you have any of the above symptoms lasting longer than 4 weeks, or you are concerned about your symptoms please contact your GP to talk to someone about them.

If you have been given an appointment, please attend, even if you **do not** think it necessary. This appointment is to identify **whether or not** your need further help.



Traumatic
Events.doc

How might this affect my behaviour?

You might have some of the following physical and emotional symptoms:

Apprehension - you may find that you are easily startled and agitated.

Problems with sleeping - you may have disturbed sleep, disturbing thoughts preventing you sleeping or dreams and nightmares.

Flashbacks - might occur without warning at any time or place. These may be brought on, for example, by a smell, a sound or something you see.

Mood swings - you might experience a change in mood for no obvious reason.

Fears or anxieties - of the place, other reminders of the incident, of the dark and of being alone or crowded places.

Physical symptoms - you might experience tiredness, loss of memory, palpitations (rapid heartbeat, dizziness, shaking, aching muscles, nausea (feeling sick) and diarrhoea, loss of concentration, breathing difficulties or a choking feeling in your throat and chest.

How can I help myself or others to overcome these difficulties?

Do

- Take time out to sleep, rest and relax.
- Tell people what you need.
- Take care at home or when driving or riding - accidents are more common after a traumatic or stressful event.
- Try to find someone you trust to talk over the event, more than once. If you were part of a group of people, get together and talk, support, listen and try to understand how others feel and what they are experiencing.

Don't

- Bottle up these feelings, it is helpful to talk about them. The memories may not disappear straight away.
- Get embarrassed by your feelings and thoughts, or those of others.

If you need any further help or advice please contact NHS direct, your GP or the Samaritans.



NHS
North East

Common reactions to traumatic events

Information for patients



This leaflet tells you about common reactions to traumatic events and explains ways to cope with them

What is a traumatic event?

A traumatic event is any serious incident you experience which is sudden and unexpected which can result in emotional as well as physical trauma (injury) and shock. This emotional shock can cause stress reactions, which are known as *Post Traumatic Stress Reaction*.

The emotions you experience are a normal reaction to this abnormal traumatic event.

How may I react to and feel after a traumatic event?

To feel you are not able to cope is normal. Sometimes you do not want to let others know you can't cope as you fear you will be seen as being weak. You may feel you should 'keep a stiff upper lip' and try to carry on. The following are some common reactions you may experience when you have dealt with, or been involved in, such an event.

Shock:

- disbelief and numbness
- the experience appears unreal
- a slow realisation of what has happened

Fears of:

- it happening again (looking for signs of danger)
- vulnerability (feeling unsafe)
- being alone
- losing control
- Helplessness
- Loved ones being ill/hurt

Sadness:

- about possible loss of life
- loss of belief that the world is a safe place

Anger:

- towards those who caused it to happen
- at the injustice and senselessness
- at the lack of understanding of others
- at it happening – why me?
- general anger

Confusion because:

- of strange feelings
- something in your past is troubling you again
- your world has changed
- Of uncontrollable emotions

These feelings are normal and common, you may feel all or some of them. Discussing them allows time to heal.

They usually only last for short periods at a time and gradually diminish (reduce).

It is very common to experience intrusive memories (flashbacks) without warning and dreams. These may not correspond (match) with what happened but may represent fears or feelings about what happened. These may start a long time after the event or almost straight away.

Further information is available from:

NHS Direct 24 hour helpline 0845 4647

www.nhsdirect.nhs.uk

Samaritans
0845 7909090

