

# SWANSEA BAY UNIVERSITY HEALTH BOARD

## MAJOR INCIDENT PROCEDURE (SUPPORTING HOSPITAL)

### NEATH PORT TALBOT HOSPITAL SINGLETON HOSPITAL (NPTSSG)



### Version Control Information

|                   |   |
|-------------------|---|
| Approved by:      | SBUHB Emergency Preparedness Resilience and Response, (EPRR) Oversight Group and NPTSSG SMT |
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## DOCUMENT VERSION CONTROL

| Policy Version Number | Date    | Author                  | Description of Change  |
|-----------------------|---------|-------------------------|--|
| 0.1                   | 09/2024 | Hospital Operation Team | New document detailing the supporting role and actions of NPTH/ SINGLETON during a Major Incident  |
| 0.2                   | 10/2024 | Melanie Collins         | Confirmation<br>Silver Site to be Singleton<br>Bronze Site NPTH<br><br>Clarity on Receiving Hospital Roles<br>3.1<br><br>Addition of Heads of Nursing to<br>Group Nurse Director Action Card 5.4<br><br>Addition of action for NGD to assess<br>correct representation on site and<br>advise HON's where to attend to<br>support 5.4 |
| 1                     | Oct 24  | Ratified at SMT         | Ratified in principle at Senior management team meeting  |
| 2                     | Nov 25  | Hospital Operation Team | No amendments required   |

**Please note:**

This Procedure should be read in conjunction with: -

- SBU Health Board Overarching Major Incident Procedure
- SBU Burns Major Incident Procedure
- SBU Health Board Support response, Morriston Hospital Major Incident Procedures
- SBU Health Board Mass Casualty Arrangements and Wales Mass Casualty Arrangements

The Action Cards referred to in this Procedure should be read in conjunction with the whole Procedure.

This Procedure may be invoked alone. However, it may be invoked with other appropriate, Health Board Major Incident Procedures, other Emergency Response Procedures, SBUHB Business Continuity Procedures and / or strategic multiagency Procedures.



**In the event of a major incident, Morriston Hospital Co-ordination Centre will be the Health Board Lead Tactical, (Silver) command and control for the incident.**

**NOTE**

- If you are called in from Home, it is essential that you drive safely and park in designated parking areas, since it is likely that there will be heavy traffic in the area.
- Please keep calls through the Hospital Switchboard to an absolute minimum.
- Ensure you wear a valid Health Board identity badge at all times.
- Maintain a record of your key actions, this will be required for a post-incident debrief and Report.
- Be aware that initial information reports will change regularly

**ANY SUGGESTED CHANGES TO THE MAJOR INCIDENT PROCEDURE;  
ADDITIONS OR AMENDMENTS TO THE CIRCULATION LISTS  
SHOULD BE DISCUSSED WITH THE HEAD OF EPRR:**

*Any patient who deteriorates whilst in the Minor Injury Unit at Neath Port Talbot Hospital, beyond the scope of care, will be escalated to the Emergency Department at Morriston Hospital.*



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# **IMMEDIATE ACTIONS**

**If You Have Received Notification That  
A Major Incident Has Been Declared  
And You Have Not Read This Plan**

**DO NOT READ THIS NOW**

**Find Your Relevant Action Card  
In The Appropriate Section**

**AND FOLLOW THE  
INSTRUCTIONS**

## Aim

This plan specifically relates to how the Neath Port Talbot Hospital and Singleton Hospital (NPTH Neath Port Talbot Singleton Service Group - NPTSSG) would respond in the event of a major incident. The aim of the plan is to describe how the hospital would respond to a major incident thus ensuring that the response provides maximum support to the receiving hospitals, enabling them to respond effectively for those patients affected by the incident or incidents.

## 1. Objectives

- Provide an overarching governance framework detailing the service response to a major incident
- Describe the Neath Port Talbot Singleton Service Group Silver Command and Control structure and responsibilities in a major incident, as supportive hospitals.
- State the role of Neath Port Talbot Hospital in the event of a Major Incident
- State the role of Singleton Hospital staff in the event of an Major Incident
- State the process in place to capture lessons learnt from a major incident and incorporates into future arrangements.
- Identify the recovery process by which the return to normal operations is managed following a major incident

## 2. Scope

This plan relates to the Neath Port Talbot Singleton Service Group (Neath and Singleton Hospital Sites) in response to a major incident in a supporting role.

This Procedure may be invoked alone. However, it may be invoked with other appropriate, Swansea Bay University Health Board (SBUHB) Major Incident Procedures (Corporate Business Continuity Procedures and / or strategic multiagency Procedures) as the command and control procedure for any incident both Neath Port Talbot Hospital site and Singleton Hospital Site will action Silver Cells where site command and control is required however the commander (Group Director or Deputy Director, Group Nurse Director, Medical Director) will command over both sites.

If there is a specific business continuity incident or an emergency on site, the Procedure will be invoked following an alert from Hospital Operations Team to Senior Service Group directors in hours and the Silver on Call out of hours who will escalate to Gold On Call invoking an internal incident response.

### 3.1 Neath Port Talbot Hospital & Singleton Hospital Sites

Morrison as the receiving hospital for all Major incidents would be the decision makers whether they would utilise MIU for low category walk in patients (as Morrison MIU action card). It is envisaged that Singleton and Neath Port Talbot will receive clinically appropriate patients from Morrison to create capacity on Morrison site. These patients have been identified by our internal referral system. To create capacity on our sites we would utilise available outlying capacity. Elective surgery would be looked at and if not urgent cancer's would be cancelled. Dependent on the scale of the Major Incident outpatients would be considered as a resource requirement. Surgical wards will require a GOLD decision to being stood down, as part of response.

### 3.2 NEPTs – Ambulance Transport Response

Transfer of patients from Morrison's main hospital site or from other hospital site to hospital site will be co-ordinated by Morrison Silver Team in conjunction with NEPTS (WAST incident Response plan 2.1) and Support Services.

Morrison as the receiving hospital for all Major Incidents would allocate NEPTS ambulances to bring Clinically Optimised patients into Singleton and Neath assessed outlying beds

### 3.4 Cancer Services Major Incident Procedure

In the case of a major incident, the Velindre Cancer Centre, Velindre University NHS trust and South West Wales Cancer Centre, Swansea Bay University Health Board have agreed to have a Memorandum of Understanding which focuses 'on the principles and expectations of working together in the event of a major incident / issue. Please see attachment below for further information.



Velindre Cancer  
Centre & SWWCC st

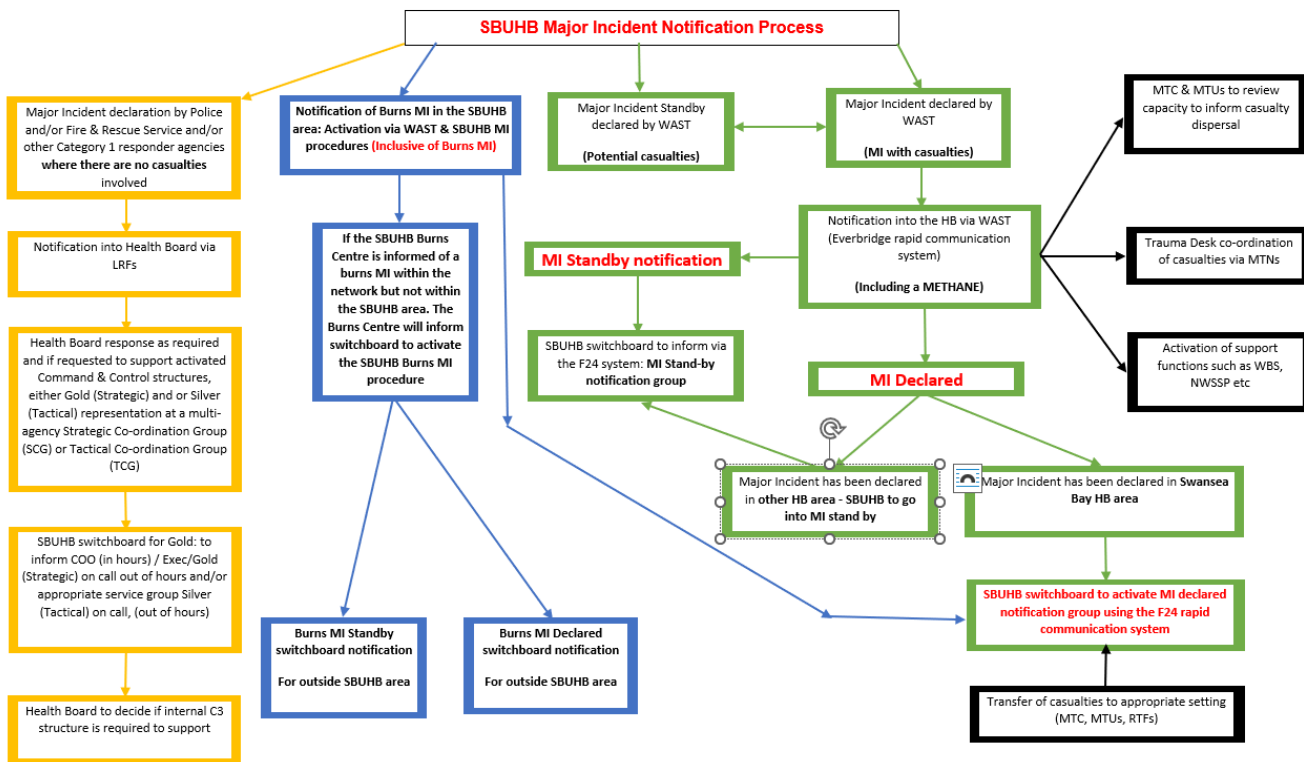
### 3. GENERAL PRINCIPLES

- **The Action Cards referred to in this Procedure should be read in conjunction with the Swansea Bay Overarching Major Incident Procedure**
- Morrision Hospital is the receiving hospital in the event of a major Incident.
- Co-ordination and control of the Major Incident response will be undertaken from the Silver Command and control centres in the receiving hospitals.
- Neath Port Talbot Hospital (NPTH) has a supporting role, providing additional capacity for transfers from Morrision Hospital and any other actions deemed as necessary
- Singleton Hospital has a supporting role, providing additional capacity for transfers from Morrision Hospital and any other actions deemed necessary.
- Co-ordination and control of the Neath Port Talbot Hospital (NPTH) and Singleton Hospital supportive actions will be made through the NPTSSG Silver command and control centre based in the Boardroom NPTH or Seminar Room 1 Singleton. Silver Cells will be set up on both sites however one Silver commander will reside over both cells.
- Neath Port Talbot Singleton Service Group will maintain in close communication with the major incident site to provide the necessary support as required.

#### 4.1 Notification of Major Incident

Notification will be received by the Hospital Switchboard (on pre-determined ex-directory telephone number), which will normally be from the Welsh Ambulance Service Trust, (WAST) and where there are casualties and WAST have declared major incident; but also, in certain circumstances, the notification may arise initially from the Local Resilience Forums (LRF's), Police, Fire Service, HM Coastguard or the Emergency Department or Health Board Senior Management, where the Health Board is the scene of the major incident.

The below Flowchart shows this process:



**Please Note: For a declared Critical/Business Continuity Incident, refer to the Health Board Overarching Business Continuity Procedure.**

The Major Incident Notification Procedure allows for a two-stage response:

## 4.2 Stand-By Procedure

In the event of a potential Major Incident situation, or where another Hospital is dealing with a Major Incident, and the SBUHB Hospitals have been asked to be prepared to assist, the Hospital will initiate the 'Stand-by Procedure'.

The alerting message must go to the main hospital switchboard, and will be: -

This is the Welsh Ambulance Service. The Trust has declared a Major Incident Standby in the following Health Board area - #####. The incident location is: #####.

The information is as follows:

Major Incident Standby  
Exact Location: #####  
Type of Incident: #####  
Hazards: #####  
Access: #####  
Number of Patients: #####  
Emergency Services Required or Present: #####

All Health Boards and partner Health agencies in Wales have been sent this notification.



Do not contact the Welsh Ambulance Service, refer to your organisation's major incident plan. Please await further information.

**Note:** A Standby notification will subsequently be cancelled or become a Declared Major Incident.

A Major Incident may be declared following further assessment at the scene, where the Welsh Ambulance Service will initiate if they themselves declare major incident. However, there may be some circumstances where, following a discussion of the situational awareness report from the scene, that the Health Board may wish to declare a major incident, but the Welsh Ambulance Service have not proceeded to declare. This will require further discussion with COO/Gold Commander at the Morrision Silver Command at the time of the standby notification.

### 4.3 Major Incident Procedure (Declared Major Incident)

To initiate the “**Major Incident Procedure**”, the alerting message will be: -

This is the Welsh Ambulance Service. The Trust has declared a Major Incident in the following Health Board area - #####. The incident location is: #####

The information is as follows:

Major Incident Declared  
Exact Location: ###  
Type of Incident: ###  
Hazards: ###  
Access: ###  
Number of Patients: ###  
Emergency Services Required or Present: ###

All Health Boards and partner Health agencies in Wales have been sent this notification.

Do not contact the Welsh Ambulance Service, refer to your organisation's major incident plan. Please await further information

Supporting hospitals will be alerted by the Health Board Major Incident (MI) rapid communication system but will not be receiving hospitals for casualties. The HB will only automatically declare and activate its MI procedures if the MI is within the SBUHB area. In the event the MI is in another HB area, a MI standby will be activated.

**Note:** - Confirmation will also be required if there are burns casualties, therefore the Burns Major Incident Procedure will be automatically invoked and stood down if not required once further information is received.



#### 4.4 Stand Down Procedure.

On receiving the message from the Ambulance Operational/Tactical Commander, Ambulance Control will notify the following message to the Emergency Department and Switchboard, who will inform the Hospital Co-ordination Centre: -

**This is the Welsh Ambulance Service. The Trust has declared a Major Incident in the following Health Board area - #####. The incident location is: #####**

**The information is as follows:**

**Major Incident Stand Down**

**Exact Location: ###**

**Type of Incident: ###**

**Hazards: ###**

**Access: ###**

**Number of Patients: ###**

**Emergency Services Required or Present: ###**

**All Health Boards and partner Health agencies in Wales have been sent this notification.**

**Do not contact the Welsh Ambulance Service, refer to your organisation's major incident plan. Please await further information**

The Hospital will be informed of any casualties already en-route when this message is given.

#### **N.B.**

**It is likely that the hospital stand-down will not be given for some time after the scene stand-down, and will be issued from Silver Command in consultation with Gold Command. This will in turn be cascaded to relevant staff through the Hospital Switchboard. Until the internal stand-down notification is activated, all staff must continue to remain in response to the incident.**



- **Major Incident standby notification or a declared MI outside of the SBUHB area will require the following key actions from Neath Port Talbot & Singleton Hospital's:**

For a standby notification or a declared MI **outside of the SBUHB area**, the Morriston Hospital Co-ordination Centre (HCC) will be established for the core standby group to convene and discuss any potential implications for the HB.

- **In hours:** Service Group Director or Deputy to attend the Morriston HCC as part of the MI standby core team.
- **Out of Hours:** Silver on Call to attend the Morriston HCC as part of the MI standby core team.
- Identification of an initial bed state, which is communicated into Silver Command (MI standby core team) at Morriston

Morriston Hospital is the 'Receiving Hospital'.

The MI standby core team comprises of:

- Nurse-in-Charge - ED
- Consultant in Charge in ED
- Clinical Site Matron for Morriston
- Morriston Service Group Nurse Director\*
- Morriston Service Group Medical Director/Deputy\*
- Silver On Call managers for all SDG's\* (**out of hours**)
- Service Group Directors\* (**in hours**)
- Gold On Call (**out of hours**)
- Chief Operating Officer (**in hours**)
- Head and Manager of Emergency Preparedness Resilience and Response
- Loggist/Administration Staff - **alerted from within the HCC**

**(\*Silver Command: Hospital Co-ordination Team)**

**Note:** - Confirmation will be required if there is a Burns Major Incident, if so the Burns Major Incident Plan will also be invoked.

Neath Port Talbot Hospital and Singleton's response to a full major incident will be to invoke the action cards as detailed below.

**The format of information given will be as follows**

|          |  |
|----------|--|
| <b>M</b> | Major Incident declared or standby                               |
| <b>E</b> | Exact location / geographical area of incident                   |
| <b>T</b> | Type of incident, flooding / fire / utility failure / HazMat etc |
| <b>H</b> | Hazards present or potential                                     |



|          |  |
|----------|--|
|          |  |
| <b>A</b> | Access and egress – effective routes                 |
| <b>N</b> | Number and types of casualties (P1, P2, P3) and dead |
| <b>E</b> | Emergency Services required / on scene               |

| <b>CENTRE</b>                         | <b>LOCATION</b> | <b>EXTENSION NUMBERS</b>   |
|---------------------------------------|-----------------|--|
| Bronze Command & Control at NPTH      | Board Room      | 2150 (Bronze)  |
| Silver Command & Control at Singleton | Seminar Room 1  | Ext 32881/<br>SBU.SingletonSeminarroom1@wales.nhs.uk   |
| Briefing Area                         | Board Room      | <a href="mailto:SBU.SingletonBoardRoom@wales.nhs.uk">SBU.SingletonBoardRoom@wales.nhs.uk</a> |
| Site mobile number                    |                 | 07815010994 located in Hospital Ops managers office Room 10 key code C1207Y                  |

# 4. ACTION CARDS

## Neath Port Talbot and Singleton Hospital

(Site specific action cards are also included)

**HOSPITAL TELEPHONIST (Morrison)** **ACTION CARD 01**

Notification will be received by the Hospital Switchboard at Morrison Hospital (on pre-determined ex-directory telephone number), which will normally be from the Ambulance Service; but also, in certain circumstances, may arise initially from the Police, Fire Service, HM Coastguard or the Emergency Department or a Senior Manager within the Health Board.

The Switchboard Notification Procedure could include the below processes: -

- Activation of the F24 system – Standby/Declared outside of SBUHB area
- Activation of the F24/Cisco Systems – Declared in SBUHB area
- Manual phone calls – Consultants, via the on-call rota

**(a) Stand-by Procedure**

In the event of a potential Major Incident situation, or where another Hospital is dealing with a Major Incident, and SBU Health Board have been asked to be prepared to assist:

The alerting message must go to the main Hospital switchboard, and will be: -

This is the Welsh Ambulance Service. The Trust has declared a Major Incident Standby in the following Health Board area - #####. The incident location is: #####.

The information is as follows:

Major Incident Standby  
 Exact Location: #####  
 Type of Incident: #####  
 Hazards: #####  
 Access: #####  
 Number of Patients: #####  
 Emergency Services Required or Present: #####

All Health Boards and partner Health agencies in Wales have been sent this notification.

Do not contact the Welsh Ambulance Service, refer to your organisation's major incident plan. Please await further information.

**Note:** A Standby Incident will subsequently be cancelled or become Declared.

**(b) Major Incident Declared**

For a “**Declared Major Incident from WAST**”, the alerting message will be:-

This is the Welsh Ambulance Service. The Trust has declared a Major Incident in the following Health Board area - #####. The incident location is: #####

The information is as follows:

Major Incident Declared  
Exact Location: ###  
Type of Incident: ###  
Hazards: ###  
Access: ###  
Number of Patients: ###  
Emergency Services Required or Present: ###

All Health Boards and partner Health agencies in Wales have been sent this notification.

Do not contact the Welsh Ambulance Service, refer to your organisation's major incident plan. Please await further information

All Health Boards in Wales will receive the same information.

**(c) Stand Down Procedure.**

On receiving the message from the Ambulance Incident Commander,

Ambulance Control will notify the following message to the ED, who will inform the Hospital Co-ordination Centre: -

**This is the Welsh Ambulance Service. The Trust has declared a Major Incident in the following Health Board area - #####. The incident location is: #####**

The information is as follows:

**Major Incident Stand Down**

**Exact Location: ###**

**Type of Incident: ###**

**Hazards: ###**

**Access: ###**

**Number of Patients: ###**

**Emergency Services Required or Present: ###**

All Health Boards and partner Health agencies in Wales have been sent this notification.

Do not contact the Welsh Ambulance Service, refer to your organisation's major incident plan. Please await further information

The Hospital will be informed of any casualties already end-route when this message is given.

**N.B. It is likely that the hospital stand-down will not be given for some time after the scene stand-down, and will be issued from the Hospital Co-ordination Centre, which will in turn be cascaded to relevant staff through the Hospital Switchboard**

**HOSPITAL TELEPHONIST (Morrison Hospital)**

**ACTION CARD 01**

**ROLE**

|   |  |                            |
|---|--|----------------------------|
|   | <ul style="list-style-type: none"> <li>• <b>Notification could be internal and/or via external partners</b></li> <li>• <b>Accept the call and verify its authenticity, recording key information as outlined in the METHANE log.</b></li> <li>• Notify key staff as quickly as possible, maintaining a log of staff that have responded.</li> </ul>  |                            |
| <b>ACTION</b> - As soon as a Major Incident call notification is received, the Hospital Telephonist should: |  | <i>Tick when completed</i> |
| 1.  | Obtain the caller details and log as much information as is available using the METHANE template in Log1 below.  | <input type="checkbox"/>   |
| 2.  | Ascertain if the incident is a stand-by; a Declared Major Incident and which health board area; or an Incident implemented by the Emergency Department.  | <input type="checkbox"/>   |
| 3.  | Call back to verify the information.   | <input type="checkbox"/>   |
| 4.  | <b>Standby/Declared outside of SBUHB area</b> – As soon as information is received activate the F24 MI standby group and phone to inform: <ul style="list-style-type: none"> <li>• Nurse in charge ED</li> <li>• ED Consultant</li> <li>• Site Matron</li> </ul>   | <input type="checkbox"/>   |
| 5.  | <b>Declared Major Incident (SBUHB area)</b> - As soon as information is received activate the F24 MI declared group, Cisco broadcast and make manual phone calls to: <ul style="list-style-type: none"> <li>• Consultants on call group               <ul style="list-style-type: none"> <li>➤ Anaesthetics consultant</li> <li>➤ ICU consultant</li> <li>➤ General Surgery consultant</li> <li>➤ Vascular consultant</li> </ul> </li> </ul> |                            |

HOSPITAL TELEPHONIST (Morrison Hospital)

ACTION CARD 01

ROLE

|    |   |                          |
|----|---|--------------------------|
|    | <ul style="list-style-type: none"> <li>• <b>Notification could be internal and/or via external partners</b></li> <li>• <b>Accept the call and verify its authenticity, recording key information as outlined in the METHANE log.</b></li> <li>• Notify key staff as quickly as possible, maintaining a log of staff that have responded.</li> </ul>   |                          |
|    | <ul style="list-style-type: none"> <li>➤ Urology consultant</li> <li>➤ T&amp;O consultant</li> <li>➤ Plastic consultant</li> <li>➤ Maxillofacial consultant</li> <li>➤ ENT consultant</li> <li>➤ Paediatric consultant</li> <li>➤ Cardio Thoracic consultant</li> </ul> <ul style="list-style-type: none"> <li>• Singleton switchboard to inform them and ask them to contact the Obstetrics &amp; Gynaecology and Ophthalmology Consultant</li> </ul> <p>Confirm with Silver Command whether to also activate the separate F24 Burns MI group.</p> <p>Consider transferring non-major incident telephone activity to Singleton Switchboard, where appropriate and possible</p> |                          |
| 6. | <p><b>Implementation of the Hospital Major Incident Procedure –</b></p> <p>Prior to the formal declaration of a Major Incident, or where there is a serious incident, which does not result in such a declaration of a Major Incident, but where there are many casualties, and the Emergency Department is under severe pressure, the Senior Doctor and/or Nurse in charge of the ED may request the MI standby core team to be established (F24 standby group).</p>   | <input type="checkbox"/> |
| 7. | <p><b>Burns Major Incident –</b> As soon as information is received of a Burns Major Incident, that is outside of the <b>SBUHB area</b>, implement the F24 MI Standby group &amp; Burns MI group and make manual</p>  | <input type="checkbox"/> |

HOSPITAL TELEPHONIST (Morrison Hospital)

ACTION CARD 01

ROLE

|    |   |                          |
|----|---|--------------------------|
|    | <ul style="list-style-type: none"> <li>• <b>Notification could be internal and/or via external partners</b></li> <li>• <b>Accept the call and verify its authenticity, recording key information as outlined in the METHANE log.</b></li> <li>• Notify key staff as quickly as possible, maintaining a log of staff that have responded.</li> </ul>   |                          |
|    | <p>phone calls to:</p> <ul style="list-style-type: none"> <li>• Consultant Burns Surgeon</li> <li>• Consultant Plastic Surgeon</li> <li>• General Consultant Anaesthetist</li> <li>• Consultant General Surgeon</li> <li>• Consultant Trauma &amp; Orthopaedic Surgeon</li> <li>• OOH Consultant Paediatrician</li> </ul> <p>For a major incident declaration or where it is a known Burns major incident <u>within</u> the <b>SBUHB area</b>, activate the F24 MI Declared group and confirm with Silver Command whether to also activate the separate F24 Burns MI group.</p> |                          |
| 8. | <p>If a 'stand-down' from the Scene is issued by Ambulance Service, relay this <b>only</b> to Gold Command and Morrison Silver Command.</p> <p>The Silver Commander from the Hospital Co-ordination Centre will issue the Hospital stand-down, which might be sometime after that is issued from the Scene and with confirmation from Gold.</p>   | <input type="checkbox"/> |
| 9. | <p>When informed by the Hospital Co-ordination Centre of the Hospital 'Stand-down', follow the below in &amp; out of hours communication mechanism:</p> <p><b>In hours (09:00 – 17:00 hrs):</b></p> <p>Activate the F24 MI stand down group</p>   | <input type="checkbox"/> |

HOSPITAL TELEPHONIST (Morrison Hospital)

ACTION CARD 01

ROLE

- Notification could be internal and/or via external partners
- Accept the call and verify its authenticity, recording key information as outlined in the METHANE log.
- Notify key staff as quickly as possible, maintaining a log of staff that have responded.

**Out of hours (17:00 – 09:00 hrs):**

The F24 system will not be used for a stand down notification. Silver Command will decide on the appropriate stand down mechanism.

| 5.2 Service Group Director/ Associate Service Group Director/ OOH Silver on Call<br>ACTION CARD 2<br>(Informed by Switchboard)  |                                   |
|---|-----------------------------------|
| ROLE SUMMARY  |                                   |
| <ul style="list-style-type: none"> <li>Notification and confirmation of either a Standby or Declared Major Incident, Internal hospital Incident or Business Continuity Incident situation will be received from Switchboard</li> </ul>  |                                   |
| <p><b>STAND BY/ declared MI outside of the SBUHB area:</b> - Notification will come from switchboard. Communication will be made using the METHANE format</p> <ul style="list-style-type: none"> <li>For a standby notification or a declared MI <b>outside of the SBUHB area</b>, form part of the MI standby core team.</li> </ul>  |                                   |
| <p><b>For a Declared Incident (SBUHB area):</b></p> <ul style="list-style-type: none"> <li>Provide overall control and command of the Neath Port Talbot Hospital &amp; Singleton Site response to enable support for the incident whilst maintaining the running of the hospital</li> <li>Assume Command and Control of the Neath Port Talbot Hospital and Singleton supportive response to the Incident and Chair Silver command meetings as required</li> <li>Ensure all key staff/deputies have responded and are available on site</li> <li>Ensure a log of all decisions and actions are recorded</li> </ul> |                                   |
| <p><b>ACTION:</b> - As soon as a major incident is declared you should immediately: -</p>   | <p><i>Tick when completed</i></p> |
| <p><b>Standby or notification of Declared Incident (outside of SBUHB area)</b> – liaise with Silver Command at Morrison HCC as part of the MI standby core team and review the incident details (METHANE). This could be in person or via the pre-established Silver Command Microsoft Teams link. The purpose is to discuss the incident and ascertain if the HB should remain on stand-by, stand down or proceed to activate the HB Major Incident Procedures.</p>  |                                   |
| <p><b>Declared Incident (SBUHB area):</b></p> <ol style="list-style-type: none"> <li>Proceed to the Hospital Silver Command and Control centre in the <b>Seminar Room 1 Singleton</b> and inform Switchboard of arrival at Hospital. <span style="float: right;"><input type="checkbox"/></span></li> </ol>   |                                   |

|   |                          |
|---|--------------------------|
| <p>2. Receive an update, of the current situation from the Site Manager / OOHNP ensuring an up-to-date bed state of the hospital has been conveyed to the Silver Command and Control Centre, Morriston hospital</p>   | <input type="checkbox"/> |
| <p>3. Assist Hospital Operations Manager/OoH NNP (out of hours) with setting up the Silver Command Control Room at <b>Seminar Room 1 Singleton</b> inform Morriston that the control centre has been set up. Command and Control Room checklist (held within the Major Incident / Business Continuity cabinets within the Boardroom NPTH / Seminar room 1 Singleton).</p>   | <input type="checkbox"/> |
| <p>4 Ensure both Neath Port Talbot Hospital and Singleton Hospital have informed each other that each command centre is ready and are now on stand-by</p>   |                          |
| <p>5 Wait for further information about the status of the incident</p> <ul style="list-style-type: none"> <li>• Join the Safety Huddle 10:00 TEAMS link for internal comms between NPTH &amp; Singleton including cross cutting and support service managers</li> <li>• Join the Major Incident 18:00 hrs TEAMS link for communication with SBUHB silver cells.</li> </ul>  | <input type="checkbox"/> |
| <p>6 Finalise actions for setting up the Silver Command &amp; Control Team who will comprise of: -</p> <ul style="list-style-type: none"> <li>• Service Group Director (or Deputy)</li> <li>• Group Nurse Director (or Deputy)</li> <li>• Group Medical Director (or Deputy)</li> <li>• Divisional Manager – Hospital Operations</li> <li>• Operations Manager – Hospital Operations</li> <li>• OoH NNPs (out of hours only)</li> <li>• Silver on call (in and OOH)</li> <li>• Loggist</li> </ul> | <input type="checkbox"/> |
| <p>7 Ensure Loggist contacted to keep a log of activity/decisions in the Command &amp; Control centre. Loggist contact details held within the Major Incident / Business Continuity cabinets within the Boardroom).</p>   | <input type="checkbox"/> |
| <p>8 Provide on-going operational management and liaise with the Silver Command and Control centre at Morriston</p>   | <input type="checkbox"/> |
| <p>9 If there is a Health Board Gold established liaise with the Chief Operating Officer regarding the on-going situation, as necessary</p>   | <input type="checkbox"/> |

## Ensure TEAMS Conferencing is set up

10

- GOLD COMMAND – Unit director or deputy will feed into this group
- ↕
- SILVER COMMAND – Service group leads will report to this group
- ↕
- BRONZE COMMAND – Local service groups will report to this



11

Ensure a copy of each action card is available for those who request it. Ensure it is noted when activation of action cards is confirmed, ascertain if any action cards have not been activated and highlight to the relevant staff, requesting immediate action.



**Note:** - In the absence of the Service Group Director or Associate Service Group Director, a Service Director will be asked to undertake these duties.

- If you are called in from Home, it is essential that you drive safely and park in designated parking areas, since it is likely that there will be heavy traffic in the area
- Please keep calls through the Hospital Switchboard to an absolute minimum
- Ensure you wear a valid photographic HB identity badge at all times
- Maintain a record of key actions, this will be required for a post-incident debrief and Report.
- Any changes to your action card should be discussed with the EPRR Lead

## 5.3 Service Group Medical Director/ Associate Medical Director

### ACTION CARD 3

(Informed by Switchboard)

#### ROLE SUMMARY

Notification and confirmation of either a Standby or Declared Major Incident, Internal Incident or Business Continuity Incident situation will be received from the Hospital Switchboard.

- Co-ordinate the deployment of medical manpower
- Direct and monitor medical staff within the hospital
- Assess the medical demands of the hospital and respond to requests for medical staff support at Morrison hospital

If you are the Gold on Call, you will need to allocate a deputy to undertake this role until the Gold Commander is agreed and refer to the **Gold Commander action card in the Overarching MI Procedure**.

From home, or your location at the time of receiving the notification, confirm if a major incident has been declared **within the SBUHB area**.

The Gold Command Team will convene in the Committee Room, Health Board HQ as the Gold Coordination Centre.

In the event of a **MI Stand-by or a MI Declared outside of the SBUHB area**, await further information from the NPTSSG Director/ Associate Service Group Director/ OOH Silver on Call.

**STAND BY/ declared MI outside of the SBUHB area:** - await further information from the NPTSSG Director/ Associate Service Group Director/ OOH Silver on Call.

**ACTION:** - **As soon as a major incident is declared in the SBUHB area you should immediately:** -

*Tick when completed*

- |   |   |                          |
|---|---|--------------------------|
| 1 | Proceed to the Hospital Silver Command and control Centre in the <b>Seminar Room 1 Singleton</b> and inform Switchboard of arrival at Hospital.   | <input type="checkbox"/> |
| 2 | Receive an update of the current situation from the Service Director or Deputy (Associate Service Group Director/ Silver on Call/ Divisional Manager/Hospital Operations Manager / OoH NNPs). | <input type="checkbox"/> |
| 3 | Assist with setting up the Silver Command and Control Room <b>Seminar room 1 Singleton</b> (held within the Major Incident / Business Continuity cabinets within Seminar room 1).             | <input type="checkbox"/> |
| 4 | Wait for further information about the status of the incident   |                          |

|    |  |                          |
|----|--|--------------------------|
| 5  | Assess the clinical and medical staffing situation at Neath Port Talbot Hospital and Singleton hospital to ensure sufficient staff on site to receive additional patients and to review all current inpatients (excluding Neuro Rehab and Mental Health Unit. This would involve conversation with bed management team in hours and NNP's out of hours.  | <input type="checkbox"/> |
| 6  | Form part of the Hospital Silver Command and control team  | <input type="checkbox"/> |
| 7  | Link with the Surgical Consultants to identify all discharges in order to create additional medical capacity   | <input type="checkbox"/> |
| 8  | Request consultant staff to provide contact details for their teams.   |                          |
| 9  | In response to the scale of the incident and the support requested by Morriston, call in key speciality doctors/ medical teams from home (via their clinical leads/ service managers), if out of hours. In hours, speciality doctor's staff will be requested to undertake a review of their patients to identify potential discharges or patients suitable to outlie on ward A in NPTH. In Singleton the Oncology, Surgical and Medical (if available) teams would be requested to undertake a review of their patients to identify potential discharges or patient suitable to outlay on pre identified areas by the hospital operations nursing team. | <input type="checkbox"/> |
| 10 | Respond to requests from the Service Group Medical Director at Morriston for any medical staffing support.   | <input type="checkbox"/> |
| 11 | Ensure that adequate medical cover is available for medical wards and outliers.  | <input type="checkbox"/> |
| 12 | Once the situation is declared, and the incident is underway, it may be appropriate to send some medical staff home, to return later to support ongoing medical care. A record should be kept of such staff for contact later.   | <input type="checkbox"/> |
| 13 | If there is a Health Board Gold established liaise with the  | <input type="checkbox"/> |

|  |                                      |   |
|--|--------------------------------------|---|
| Medical Director regarding the on-going situation, as necessary. |                                      |   |
| 14   | Keep a log of actions and decisions. | □ |

**Note:**

- If you are called in from Home, it is essential that you drive safely and park in designated parking areas, since it is likely that there will be heavy traffic in the area
- Please keep calls through the Hospital Switchboard to an absolute minimum
- Ensure you wear a valid photographic HB identity badge at all times
- Maintain a record of key actions, this will be required for a post-incident debrief and Report.
- Any changes to your action card should be discussed with the EPRR lead

| <b>5.4 SERVICE GROUP NURSE DIRECTOR/ DEPUTY TO NURSE GROUP DIRECTOR</b><br><b>ACTION CARD 4 – (Informed by Singleton Switchboard)</b>  |   |
|--|---|
| <b>ROLE SUMMARY</b>  |   |
| Notification and confirmation of a Declared Major Incident, Internal Incident or Business Continuity Incident situation will be received from Switchboard  |   |
| <ul style="list-style-type: none"> <li>Assess correct representation and support across site identifying the best placed Site to attend as Group Nurse Director/ Deputy to Group Nurse Director.</li> <li>Assess the nursing demands of the hospital and respond to requests from Morriston for Nursing staff support</li> <li>Direct and monitor nursing staff within the hospital</li> </ul> |   |
| <b>STAND BY/ declared MI outside of the SBUHB area:</b> - await further information from the NPTSSG Director/ Associate Service Group Director/ OOH Silver on Call.  |   |
| <b>ACTION:</b> - <b>As soon as a major incident is declared in the SBUHB area you should immediately:</b> -  | <i>Tick when completed</i>  |
| 1  | Proceed to the Hospital Silver Command and control Centre in <b>Seminar room 1 Singleton</b> and inform Switchboard of arrival at Hospital. <span style="float: right;"><input type="checkbox"/></span>   |
| 2  | Receive an update of the current situation from the Divisional Manager/Hospital Operations Manager / OoH ANP ext 46045 or NNP for Singleton via ext 25580 in hours or 25602. <span style="float: right;"><input type="checkbox"/></span>  |
| 3  | Assist with setting up the Silver Command and Control Room <b>Seminar room 1 Singleton</b> (held within the Major Incident / Business Continuity cabinets seminar room 1). <span style="float: right;"><input type="checkbox"/></span>  |
| 4  | Wait for further information about the status of the incident <span style="float: right;"><input type="checkbox"/></span>   |
| 5  | Assess the need for extra staffing by liaison with matrons and Nurse in Charge of the following areas: <ul style="list-style-type: none"> <li>Inpatient areas both sites</li> <li>MIU – assist locally at NPTH via Morriston direction</li> </ul> <span style="float: right;"><input type="checkbox"/></span> |
| 6  | Receive the number of nursing members and skill mix on duty – assess and re-deploy to areas of increased activity, as necessary. <span style="float: right;"><input type="checkbox"/></span>  |

|    |  |                          |
|----|--|--------------------------|
| 7  | Prepare to allocate nursing staff on arrival, recording details of deployment, as appropriate  | <input type="checkbox"/> |
| 8  | Staff in Afan Nedd - holding area for patients waiting for transport home, as necessary<br>Staff in Medical Day Unit Singleton – holding area for patients waiting transport   | <input type="checkbox"/> |
| 9  | Allocate Matron to: - <ul style="list-style-type: none"> <li>• Oversee/assess nursing staff requirements</li> <li>• Liaise with Matron for Patient Flow and the Patient Flow Team to facilitate and support the increased number of transfers from other sites and the outlying of patients</li> </ul> | <input type="checkbox"/> |
| 10 | Designate nursing staff to escort patients from the medical wards to the outlying wards, as necessary  | <input type="checkbox"/> |
| 11 | If there is a Health Board Gold established liaise with the Director of Nursing regarding the on-going situation, as necessary   | <input type="checkbox"/> |
| 12 | Keep a log of actions and decisions  | <input type="checkbox"/> |

**Note:**

- If you are called in from Home, it is essential that you drive safely and park in designated parking areas, since it is likely that there will be heavy traffic in the area
- Please keep calls through the Hospital Switchboard to an absolute minimum
- Ensure you wear a valid photographic HB identity badge at all times
- Maintain a record of key actions, this will be required for a post-incident debrief and Report.
- Any changes to your action card should be discussed with the lead for Emergency Preparedness Resilience and Response

| 4.5 HEADS OF NURSING (HOSPITAL OPERATIONS)<br>(Informed by Singleton Switchboard)   |   | ACTION CARD 5              |
|---|---|----------------------------|
| ROLE SUMMARY  |   |                            |
| Notification and confirmation of either a Standby or Declared Major Incident, Internal Incident or Business Continuity Incident situation will be received from Switchboard   |   |                            |
| <ul style="list-style-type: none"> <li>Assess correct representation and support across site identifying the best placed Site to attend as Group Nurse Director/Deputy to Group Nurse Director.</li> <li>Assess the nursing demands of the hospital and respond to requests from Morriston for Nursing staff support</li> <li>Direct and monitor nursing staff within the hospital</li> </ul> |   |                            |
| <b>STAND BY/ declared MI outside of the SBUHB area:</b> - await further information from the NPTSSG Director/ Associate Service Group Director/ OOH Silver on Call.   |   |                            |
| <b>ACTION:</b> - <b>As soon as a major incident is declared in the SBUHB area you should immediately:</b> -   |   | <i>Tick when completed</i> |
| 1   | HON for hospital Operations proceed to the Board Room at Neath Port Talbot Hospital and inform Switchboard of arrival at hospital   | <input type="checkbox"/>   |
| 2   | Receive an update of the current situation from the Divisional Manager/Hospital Operations Manager / OoH ANP ext 46045 or NNP for Singleton via ext 25580 in hours or 25602.  | <input type="checkbox"/>   |
| 3   | Assist with setting up the Site Command and Control Room <b>Board room at Neath Port Talbot Hospital</b>  | <input type="checkbox"/>   |
| 4   | Wait for further information about the status of the incident   | <input type="checkbox"/>   |
| 5   | Assess the need for extra staffing by liaison with matrons and Nurse in Charge of the following areas: <ul style="list-style-type: none"> <li>Inpatient areas NPT site</li> <li>MIU – assist locally at NPTH via Morriston direction</li> </ul> | <input type="checkbox"/>   |
| 6   | Receive the number of nursing members and skill mix on duty – assess and re-deploy to areas of increased activity, as necessary.  | <input type="checkbox"/>   |
| 7   | Prepare to allocate nursing staff on arrival, recording details of deployment, as appropriate   | <input type="checkbox"/>   |

|    |   |                          |
|----|---|--------------------------|
| 8  | Staff in Afan Nedd - holding area for patients waiting for transport home, as necessary   | <input type="checkbox"/> |
| 9  | <p>Allocate Matron to: -</p> <ul style="list-style-type: none"> <li>• Oversee/assess nursing staff requirements</li> <li>• Liaise with Matron for Patient Flow and the Patient Flow Team to facilitate and support the increased number of transfers from other sites and the outlying of patients</li> </ul> | <input type="checkbox"/> |
| 10 | Designate nursing staff to escort patients from the medical wards to the outlying wards, as necessary   | <input type="checkbox"/> |
| 11 | If there is a Health Board Gold established liaise with the Director of Nursing regarding the on-going situation, as necessary  | <input type="checkbox"/> |
| 12 | Keep a log of actions and decisions   | <input type="checkbox"/> |

| 5.6 HEADS OF NURSING (SURGERY)<br>(Informed by Singleton Switchboard)   |  | ACTION CARD 6              |
|---|--|----------------------------|
| ROLE SUMMARY  |  |                            |
| Notification and confirmation of either a Standby or Declared Major Incident, Internal Incident or Business Continuity Incident situation will be received from Switchboard   |  |                            |
| <ul style="list-style-type: none"> <li>Assess correct representation and support across site identifying the best placed Site to attend as Group Nurse Director/Deputy to Group Nurse Director.</li> <li>Assess the nursing demands of the hospital and respond to requests from Morriston for Nursing staff support</li> <li>Direct and monitor nursing staff within the hospital</li> </ul> |  |                            |
| <b>STAND BY/ declared MI outside of the SBUHB area:</b> - await further information from the NPTSSG Director/ Associate Service Group Director/ OOH Silver on Call.   |  |                            |
| <b>ACTION:</b> - As soon as a major incident is declared in the SBUHB area you should immediately: -  |  | <i>Tick when completed</i> |
| 1   | HON for Surgery and CYP proceed to the Hospital Silver Command and control Centre in <b>Seminar room 1 Singleton</b> and inform Switchboard of arrival at Hospital.  | <input type="checkbox"/>   |
| 2   | Receive an update of the current situation from the Divisional Manager/Hospital Operations Manager / OoH ANP ext 46045 or NNP for Singleton via ext 25580 in hours or 25602.   | <input type="checkbox"/>   |
| 3   | Assist with setting up the Silver Command and Control Room <b>Seminar room 1 Singleton</b> (held within the Major Incident / Business Continuity cabinets seminar room 1).   | <input type="checkbox"/>   |
| 4   | Wait for further information about the status of the incident  | <input type="checkbox"/>   |
| 5   | Assess the need for extra staffing by liaison with matrons and Nurse in Charge of the following areas: <ul style="list-style-type: none"> <li>Inpatient areas Singleton sitea</li> <li>Status within Theatres across the Health Board</li> </ul> | <input type="checkbox"/>   |

|    |  |                          |
|----|--|--------------------------|
| 6  | Receive the number of nursing members and skill mix on duty – assess and re-deploy to areas of increased activity, as necessary.   | <input type="checkbox"/> |
| 7  | Prepare to allocate nursing staff on arrival, recording details of deployment, as appropriate  | <input type="checkbox"/> |
| 8  | Staff in Medical Day Unit Singleton – holding area for patients waiting transport  | <input type="checkbox"/> |
| 9  | Allocate Matron to: - <ul style="list-style-type: none"> <li>• Oversee/assess nursing staff requirements</li> <li>• Liaise with Matron for Patient Flow and the Patient Flow Team to facilitate and support the increased number of transfers from other sites and the outlying of patients</li> </ul> | <input type="checkbox"/> |
| 10 | Designate nursing staff to escort patients from the medical wards to the outlying wards, as necessary  | <input type="checkbox"/> |
| 11 | If there is a Health Board Gold established liaise with the Director of Nursing regarding the on-going situation, as necessary   | <input type="checkbox"/> |
| 12 | Keep a log of actions and decisions  | <input type="checkbox"/> |

**5.7 SITE MANAGER /BED MANAGER OR OoH NNP (CISCO NPTH 46000 NPTH or SINGLETON 25580/ OOH 25602)**

**ACTION CARD 7**

**(Informed by Bed Manager Morryston Delivery Unit)**

**ROLE SUMMARY**

Notification and confirmation of a Declared Major Incident will be received from the Bed Manager at Morryston Hospital. Internal incidents and Business Continuity incidents will be reported to the Site Manager, NPTH

- Report to Command and Control Centre via TEAMS safety huddle 10:00 link
- Ensuring up-to-date Hospital Bed state is conveyed to the Silver Command and Control Centre on a regular basis.
- Allocate beds and co-ordinate the transfer of patients from Morryston medical wards and the transfer of medical patients into outlying wards to create additional capacity on site
- Inform the Speciality Doctor, MIU, Porters and Hotel Service Manager on NPTH site
- Inform the Medical Registrar and on call teams OOH, Porters and Hotel Service Manager or on call Hotel Service Manager OOH

**ACTION: - As soon as a major incident is declared you should Immediately:-**

*Tick when completed*

- |   |  |                          |
|---|--|--------------------------|
| 1 | Inform the Consultants, Specialty Doctor on call and MIU/ Medical and Speciality On Call medical teams in Singleton  | <input type="checkbox"/> |
| 2 | Establish an up to date bed-state from wards. Inform Morryston which patients will be transferring to Neath Port Talbot Hospital/ Singleton Hospital Morryston Silver Command and Control Centre <b>via Teams Channel meeting request for MI's / in the event of IT issues ring #44 20 3321 5246 Conference ID 816 630 279 #</b> | <input type="checkbox"/> |
| 3 | Give handover to Senior Managers on arrival.   | <input type="checkbox"/> |
| 4 | Wait for further information about the status of the incident  | <input type="checkbox"/> |

**FULL MAJOR INCIDENT** Notification of a full Major Incident will come from the Morryston Silver Command & Control Hospital Co-ordination Centre

| ACTION | As soon as a Major incident is declared you should immediately: -   | Tick when completed      |
|--------|---|--------------------------|
| 1.     | Ensure all ward areas are aware of the major incident. Wards should refer to the 'Ward' action card'  | <input type="checkbox"/> |
| 2      | Maintain ongoing up-to-date bed-states and relay to the Silver Command and control Centre (Boardroom NPTH/ Seminar room 1 Singleton via the Safety Huddle 10:00 TEAMS chat  | <input type="checkbox"/> |
| 3      | Ensure patients identified for discharge are assessed to see if they are 'safe to sit' in dayrooms, whilst they wait for transport. If necessary open up Afan Nedd NPTH/ Medical Day Unit, Singleton as a discharge lounge to receive chair and stretcher discharges from the wards | <input type="checkbox"/> |
| 4      | Discharge lounge in Afan Nedd/ Medical Day Unit to receive chair and stretcher discharges from the wards.   | <input type="checkbox"/> |
| 5      | Facilitate transport home in conjunction with the ward teams if ambulance transport is required liaise with Morrision to coordinate   | <input type="checkbox"/> |
| 6      | Keep a log of actions and decisions   | <input type="checkbox"/> |

**Note:**

- If you are called in from Home, it is essential that you drive safely and park in designated parking areas, since it is likely that there will be heavy traffic in the area
- Please keep calls through the Hospital Switchboard to an absolute minimum
- Ensure you wear a valid HB identity badge at all times
- Maintain a record of key actions, this will be required for a post-incident debrief and Report.
- Any changes to your action card should be discussed with the EPRR lead

## 5.8 SPECIALSIT DOCTORS

### ACTION CARD 8

(Informed by the Medical Director/Lead/Divisional Manager)

#### ROLE SUMMARY

Notification and confirmation of a Declared Major Incident, internal Incident or Business Continuity incidents will also be received from the Site Manager, NPTH

- Mobilise a Specialist Doctor to cascade information to key colleagues and Medical staff.
- Oversee the deployment of General Medicine medical staff as necessary
- In the event of a medical major incident, (issues arising from an environmental disaster, infectious disease outbreak or chemical incident) deployment specifically of medical teams in the Murrison Delivery Unit may require additional support from Neath Port Talbot Hospital medical teams. This may require cancellation of clinics to resource the response. Consideration will also be required for longer term treatment plans following a medical emergency.
- In the event of a Major Incident, the Specialist Doctor will assist the Medical Director with the co-ordination of the Neath Port Talbot medical team response, until the Unit Medical Director arrives on site.

**STAND BY:** - Notification of a stand-by will come from the Neath Port Talbot – Site Management - Divisional Manager/Hospital Operations Manager – Hospital Operations  
Communication will be made using the METHANE format

**ACTION:** - - 'Medical or Non-Medical' Major Incident **STANDBY** - As soon as a you are informed that Major Incident is declared you should immediately: -

*Tick when completed*

- |   |   |                          |
|---|---|--------------------------|
| 1 | Inform all medical staff on site                              | <input type="checkbox"/> |
| 2 | Liaise with the Unit Medical Director, as necessary           | <input type="checkbox"/> |
| 4 | Wait for further information about the status of the incident | <input type="checkbox"/> |

**FULL MAJOR INCIDENT** Notification of a full Major Incident will come from the Murrison Silver Command & Control Hospital Co-ordination Centre

| ACTION | As soon as a Major incident is declared you should immediately: -   | Tick when completed      |
|--------|---|--------------------------|
| 1.     | <p>Ensure that all medical staff are aware of their actions. Out of Hours the specialty doctor and OoH NNP identify patients who are potentially suitable for discharge – a consultant is allocated to review and agree discharges and the identification of patients Suitable for outlying to a non- medical ward.</p> <p>In hours this will be<br/>Undertaken by the medical teams on duty. Ensure all ward areas and patient flow teams are aware of the major incident.</p> | <input type="checkbox"/> |
| 2      | Maintain ongoing up-to-date bed-states and relay to the Neath Port Talbot Silver Command and control Centre (Boardroom, NPTH)   | <input type="checkbox"/> |
| 3      | Regular two-way feedback should be provided to and from the Neath Port Talbot Hospital Silver Command and Control Centre, (Boardroom)   | <input type="checkbox"/> |
| 4      | Keep a log of actions and decisions   | <input type="checkbox"/> |

**Note:**

- If you are called in from Home, it is essential that you drive safely and park in designated parking areas, since it is likely that there will be heavy traffic in the area
- Please keep calls through the Hospital Switchboard to an absolute minimum
- Ensure you wear a valid photographic HB identity badge at all times
- Maintain a record of key actions, this will be required for a post-incident debrief and Report.
- Any changes to your action card should be discussed with the EPRR lead

## 5.9 SPECIALTY DOCTOR MEDICINE (ON-CALL) CISCO 46003

### ACTION CARD 9

(Informed by Speciality Doctor)

#### ROLE SUMMARY

- Identifying potential discharge of medical patients from the medical wards and identifying patients to outlie will be a key role

- Undertake clinical duties according to deployment

Inform Speciality Doctor on site

Continue clinically managing and reviewing the inpatients prioritising those for review and potential discharge or suitability to outlie.

**MAJOR INCIDENT** Notification of a declared Major Incident will come from the Neath Port Talbot hospital Silver Command & Control Centre,

**ACTION** As soon as a Major incident is declared you should immediately: -

*Tick when completed*

- |   |   |                          |
|---|---|--------------------------|
| 1 | <b>Out of hours</b> provide support to and work with the OoH NNPS regarding review of patients for potential outlying or discharge. | <input type="checkbox"/> |
| 2 | Await further directions from the Speciality Doctor on call   | <input type="checkbox"/> |
| 3 | Keep a log of actions and decisions   | <input type="checkbox"/> |

#### Note:

- If you are called in from Home, it is essential that you drive safely and park in designated parking areas, since it is likely that there will be heavy traffic in the area
- Please keep calls through the Hospital Switchboard to an absolute minimum
- Ensure you wear a valid HB identity badge at all times
- Maintain a record of key actions, this will be required for a post-incident debrief and Report.
- Any changes to your action card should be discussed with the EPRR lead

## 5.10 Medical Staff / Nurse Practitioner - GENERAL MEDICINE

### ACTION CARD 10

(Informed by On Call Specialty Dr)

#### ROLE SUMMARY

- Assist the 'On Call' Specialty Doctor to inform all other medical staff in General Medicine.
- Undertake clinical duties according to deployment.

**Declared MAJOR INCIDENT** Notification of a declared Major Incident will come from the Neath Port Talbot hospital Specialty Doctor

**ACTION – As soon as a Major Incident is declared you should immediately:-**

*Tick when completed*

- |   |   |                          |
|---|---|--------------------------|
| 1 | <b>In hours</b> Ensure that all other medical staff in General Medicine are aware of the incident, and are following their action card. | <input type="checkbox"/> |
| 2 | Await further instructions from Specialty Doctor  | <input type="checkbox"/> |

**5.11 CONSULTANT ON-CALL Oncology/ Haematology/ Obs & Gynae  
ACTION CARD 11  
(Informed by the Singleton Bed Manager)**

**ROLE SUMMARY**

Notification and confirmation of a Declared Major Incident, will be received from the Singleton Bed Manager

- Mobilise another Consultant Physician to cascade information to key Consultant colleagues in speciality and Junior medical staff.
- In the event of a medical major incident, (issues arising from an environmental disaster, infectious disease outbreak or chemical incident) deployment specifically of medical teams in the Morrision Service Group may require additional support from the Singleton Service Group medical teams. This may require cancellation of clinics to resource the response.
- Consideration will also be required for longer term treatment Procedures following a medical emergency.
- In the event of a Major Incident, the Consultant Oncologist/ Surgeon-will assist the Medical Director through the co-ordination of the Singleton medical team response until the Service Group Medical Director arrives on site.

**MAJOR INCIDENT** Notification of a declared Major Incident will come from the Singleton hospital Silver Command & Control Centre

| <b>ACTION</b> | <b>As soon as a Major incident is declared you should immediately:-</b>   | <b>Tick when completed</b> |
|---------------|---|----------------------------|
| 1             | Ensure that the On call team are aware of their actions. Out of Hours allocate a junior doctor to work with the Night Nurse | <input type="checkbox"/>   |

| 5.12 REGISTRAR GENERAL MEDICINE/ ONC/ HAEM/ SURGERY (ON-CALL)<br>Bleep 25581/ ACTION CARD 12<br>(informed by the Singleton bed manager)  |                            |
|--|----------------------------|
| ROLE SUMMARY   |                            |
| <ul style="list-style-type: none"> <li>• Inform all junior staff on Singleton site</li> </ul>  |                            |
| <ul style="list-style-type: none"> <li>• Undertake clinical duties according to deployment.</li> </ul>   |                            |
| <ul style="list-style-type: none"> <li>• May need to support the Service Group Medical Director or Consultant on call in his/her role as a co-ordinator in the initial phases before a second consultant arrives.</li> </ul> |                            |
| <b>MAJOR INCIDENT</b> Notification of a declared Major Incident will come from the Singleton hospital Silver Command & Control Centre,   | <input type="checkbox"/>   |
| <b>ACTION</b> As soon as a Major incident is declared you should immediately:-   | <i>Tick when completed</i> |
| 1 <b>Out of hours</b> provide senior support to junior clinicians and NNP's regarding review of patients for discharge   | <input type="checkbox"/>   |
| 2 Await further directions from the Consultant on call   | <input type="checkbox"/>   |
| 3 Keep a log of actions and decisions  | <input type="checkbox"/>   |

|   |                            |
|---|----------------------------|
| <b>5.13 S.H.O. GENERAL MEDICINE (ON-CALL) ( EXT 25582)</b><br><b>ACTION CARD 13</b><br><b>(Informed by On Call Registrar)</b> |                            |
| <b>ROLE SUMMARY</b>   |                            |
| <ul style="list-style-type: none"> <li>Assist the 'On Call' Registrar to inform 'On Call' junior staff of incident</li> </ul> |                            |
| <ul style="list-style-type: none"> <li>Undertake clinical duties according to deployment.</li> </ul>                          |                            |
| <b>MAJOR INCIDENT</b> Notification of a declared Major Incident will come from the Singleton hospital Medical Registrar       |                            |
| <b>ACTION – As soon as a Major Incident is declared you should immediately:-</b>  | <i>Tick when completed</i> |
| <b>In hours</b>   |                            |
| 1 Ensure that all other junior staff are aware of the incident and are following their action card.                           | <input type="checkbox"/>   |
| 2 Await further instructions from Medical Registrar   | <input type="checkbox"/>   |
| 3 Keep a log of actions and decisions   | <input type="checkbox"/>   |

## 5.14 ALL OTHER JUNIOR MEDICAL STAFF

### ACTION CARD 14

(Informed by Registrar/S.H.O. On Call )

#### ROLE SUMMARY

- **Within hours** remain on your designated wards review patients for discharge/outlying
- **Out of Hours** identify patients suitable for potential discharge or outlying
- Undertake clinical duties according to deployment.

**MAJOR INCIDENT:** Notification of a declared Major Incident will come from Senior Medical Staff

**ACTION :** As soon as you are notified that a Major Incident is declared you should immediately :-

*Tick when completed*

|   |  |                          |
|---|--|--------------------------|
| 1 | Continue to provide clinical care and assist with the review of all patients on your designated ward, Identifying those patients <ul style="list-style-type: none"> <li>• Safe to discharge</li> <li>• Suitable to outlie to a non-medical ward</li> </ul>                                       | <input type="checkbox"/> |
| 2 | Await further instruction from Senior Medical staff  | <input type="checkbox"/> |
| 3 | Some staff may be asked to go home and return later to provide on-going care, possibly in Morriston hospital since the Incident can last several days at hospital level. Ensure that contact telephone numbers are provided in case circumstances change and they are required to return to work | <input type="checkbox"/> |
| 4 | Keep a log of actions and decisions  | <input type="checkbox"/> |

## 5.15 Nurse in Charge of Hospital Wards / Ward Managers

### Action Card 15

(Informed by Matrons / OoHNP)

**MAJOR INCIDENT ACTION:** - Notification of a declared Major Incident will come from Service Group Nurse Director or Deputy or OoH NNP. The Nurse-in-Charge of the Ward should then :-

*Tick when completed*

|   |  |                            |
|---|--|----------------------------|
| 1   | Identify patients suitable for discharge or outlying,  | <input type="checkbox"/>   |
| 2   | Record details of all patient movements, using Welsh Clinical Portal   | <input type="checkbox"/>   |
| 3   | Undertake any actions as specified by a senior Manager   | <input type="checkbox"/>   |
| 4   | Assess the availability of staff to: - <ul style="list-style-type: none"> <li>• Remain on duty;</li> <li>• Arrive early for next shift;</li> <li>• Provide extra cover, if necessary.</li> </ul> | <input type="checkbox"/>   |
| 5   | Staff <b>MUST NOT</b> telephone the hospital via the main Hospital Switchboard.  | <input type="checkbox"/>   |
| 6   | Await further instructions from the Unit Nurse Director, Senior Matron or OoH NNP. Keep them continually updated for bed-state and staffing levels.  | <input type="checkbox"/>   |
| 7   | Carry on with Ward routine as normal.  | <input type="checkbox"/>   |
| <b>STAND-DOWN ACTION:</b> - Notification of a Stand-Down will come from an identified Senior Manager or Bleep Holder. The Nurse-in-Charge of the Ward should then |  | <i>Tick when completed</i> |
| 1   | Inform staff of the end of the Major Incident alert.   | <input type="checkbox"/>   |

#### Note:

- If you are called in from Home, it is essential that you drive safely and park in designated parking areas, since it is likely that there will be heavy traffic in the area
- Please keep calls through the Hospital Switchboard to an absolute minimum
- Ensure you wear a valid HB identity badge at all times
- Maintain a record of key actions, this will be required for a post-incident debrief and Report.
- Any changes to your action card should be discussed with the EPRR Lead

## 5.16 PORTERING MANAGER/SENIOR PORTER (ON DUTY)

### ACTION CARD 16

(Informed by Site Manager/ Bed manager)

#### ROLE SUMMARY

Notification of a Declared Major Incident, Internal Incident or Business Continuity Incident situation will be received from the Hospital Operations Manager.

- Provision of Portering services for patient movements and general Portering duties.

**MAJOR INCIDENT ACTION:** - Notification of a declared Major Incident will come from the Neath Port Talbot Silver Command & Control Centre

| <b>ACTION:- As soon as a major incident is declared you should :-</b> |   | <i>Tick when completed</i> |
|---|---|----------------------------|
| 1   | Inform Portering Shift Leader   | <input type="checkbox"/>   |
| 2   | Liaise with the Silver Command & Control centre to establish needs for Portering manpower   | <input type="checkbox"/>   |
| 3   | Await liaison with Hospital Operations Manager regarding the internal movement of patients. | <input type="checkbox"/>   |
| 4   | Allocate Porters as necessary   | <input type="checkbox"/>   |

#### Note:

- If you are called in from Home, it is essential that you drive safely and park in designated parking areas, since it is likely that there will be heavy traffic in the area
- Please keep calls through the Hospital Switchboard to an absolute minimum
- Ensure you wear a valid HB identity badge at all times
- Maintain a record of key actions, this will be required for a post-incident debrief and Report.
- Any changes to your action card should be discussed with the EPRR Lead

**5.17 Afan Nedd Day Unit/ Medical Day Unit Ward 6 Singleton – Temporary Discharge Lounge**  
**AFAN NEDD DAY UNIT SISTER/ MEDICAL DAY UNIT SISTER/ NURSE IN CHARGE**  
**ACTION CARD 17**  
**(Informed by Hospital Operations Manager)**

**ROLE SUMMARY**

Notification of a Declared Major Incident, Internal Incident or Business Continuity Incident situation will be received from the Hospital Operations Manager.

- Provision of an area within the unit to become a discharge lounge

**FULL MAJOR INCIDENT ACTION:** - Notification of a full Major Incident will come from the Neath Port Talbot Silver Command & Control Centre

| <b>ACTION:- As soon as a major incident is declared you should :-</b> |   | <i>Tick when completed</i> |
|---|---|----------------------------|
| 1   | Inform the unit team  | <input type="checkbox"/>   |
| 2   | Liaise with the Silver Command & Control centre to understand the need to establish a discharge lounge. | <input type="checkbox"/>   |
| 3   | Await liaison with Hospital Operations Manager regarding the internal movement of patients.             | <input type="checkbox"/>   |
| 4   | Allocate staff as necessary to receive patients   | <input type="checkbox"/>   |

**Note:**

- If you are called in from Home, it is essential that you drive safely and park in designated parking areas, since it is likely that there will be heavy traffic in the area
- Please keep calls through the Hospital Switchboard to an absolute minimum
- Ensure you wear a valid HB identity badge at all times
- Maintain a record of key actions, this will be required for a post-incident debrief and Report.
- Any changes to your action card should be discussed with the EPRR Lead

## 5.18 PHARMACY

### ACTION CARD 18

(Informed by Hospital Operations Manager)

#### ROLE SUMMARY

Notification of a Declared Major Incident, Internal Incident or Business Continuity Incident situation will be received from the Hospital Operations Manager

- Provision of take home medications for short notice discharges within the wards and temporary discharge lounge (Afan Nedd Day Unit)

**MAJOR INCIDENT ACTION:** - Notification of a declared Major Incident will come from the Neath Port Talbot Silver Command & Control Centre

**ACTION:- As soon as a major incident is declared you should :-**

*Tick when completed*

- |   |  |                          |
|---|--|--------------------------|
| 1 | Inform the department team   | <input type="checkbox"/> |
| 2 | Liaise with the Silver Command & Control centre to establish the level of short notice discharges expected.                          | <input type="checkbox"/> |
| 3 | Await liaison with Hospital Operations Manager regarding updates of the number of discharges and their location within the hospital. | <input type="checkbox"/> |
| 4 | Allocate staff as necessary to dispense the additional medications.  | <input type="checkbox"/> |

#### Note:

- If you are called in from Home, it is essential that you drive safely and park in designated parking areas, since it is likely that there will be heavy traffic in the area
- Please keep calls through the Hospital Switchboard to an absolute minimum
- Ensure you wear a valid HB identity badge at all times
- Maintain a record of key actions, this will be required for a post-incident debrief and Report.
- Any changes to your action card should be discussed with the EPRR lead

## 5.19 Silver Command Loggist

### ACTION CARD 19

(Informed by Silver Command)

#### ROLE SUMMARY

To record all key decisions taken or not taken by the Silver Commander. The Loggist is not a minute taker or there to provide any other administration functions.  
The role will be undertaken by trained staff only.

The Health Board will be asked to account for their actions and decisions during an incident. Notes, records and reports may be scrutinised as evidence.

**MAJOR INCIDENT ACTION:** - Notification of a declared Major Incident will come from the Neath Port Talbot Silver Command & Control Centre and a trained Loggist will be contacted by Silver Command

#### **ACTION:- As soon as a major incident is declared you should :-**

*Tick when completed*

|    |  |                          |
|----|--|--------------------------|
| 1  | On receipt of a Major Incident declared a trained Loggist will be contacted to fill the role of Silver Loggist.  | <input type="checkbox"/> |
| 2  | When requested attend the Silver Command Centre (Boardroom NPTH or Seminar Room 1 Singleton)   | <input type="checkbox"/> |
| 3  | Ensure you receive a briefing of the incident so far.<br>If not established connect to TEAMS in the C&C centre via the monitor<br>Use the 10:00 Safety Huddle for NPTSSG service group comms or MI<br>18:00 hrs link for SBUHB comms | <input type="checkbox"/> |
| 4  | Commence the Incident Log book, ensuring the incident name and date are documented – situated in C&C MI/ BCI cupboards   | <input type="checkbox"/> |
| 5  | Introduce yourself to the Silver Commander and outline your role as above  | <input type="checkbox"/> |
| 6  | Remain by the side of the Silver Commander and attend all meetings/briefings unless directed by the Silver Commander not to.   | <input type="checkbox"/> |
| 7  | Enter the current time and date in the Log Book, log handover time and any other relevant details.   | <input type="checkbox"/> |
| 8  | Ensure blank spaces are ruled through with a single line.  | <input type="checkbox"/> |
| 9  | Any mistakes should be ruled though with a single line and initialled  | <input type="checkbox"/> |
| 10 | Record all decisions made including the time each decision is made, (use 24 hour clock)  | <input type="checkbox"/> |
| 11 | Decisions recorded in a meeting must be read out at the end of the meeting and signed by the decision maker.   | <input type="checkbox"/> |
| 12 | Once Major Incident stand down is declared, the Log Book should be signed and retained in a safe place as a record of the incident. The Log Book should be stored within the Neath Port Talbot Board Room.                           | <input type="checkbox"/> |



**Note:**

- If you are called in from Home, it is essential that you drive safely and park in designated parking areas, since it is likely that there will be heavy traffic in the area
- Please keep calls through the Hospital Switchboard to an absolute minimum
- Ensure you wear a valid HB identity badge at all times
- Maintain a record of key actions, this will be required for a post-incident debrief and Report.
- Any changes to your action card should be discussed with the EPRR lead

| <b>5.20 ENP in Charge of MIU</b><br><b>Action Card 20</b><br><b>(Informed by NPTH Service Group Nurse Director / Deputy / OoH NNP or via Morryston Command and Control Centre)</b>  |                            |
|---|----------------------------|
| <b>MAJOR INCIDENT ACTION:</b> - Notification of a declared Major Incident will come from NPTH Service Group Nurse Director or Deputy, Divisional/Hospital Operations Manager or OoH NNP, Silver on call, or via Morryston Command and Control Centre. The Nurse-in-Charge of the MIU should then :- | <i>Tick when completed</i> |
| 1 Identify patients suitable for redirection to their GP to create capacity within the MIU to accept transfers from the acute sites.  | <input type="checkbox"/>   |
| 2 Report any "MIU walk ins" from the incident to the Command and Control Centre.  | <input type="checkbox"/>   |
| 3 Inform the Command and Control Centre of any "MIU walk ins" from the incident who need escalation to an acute site  | <input type="checkbox"/>   |
| 4 Assess the availability of staff to: - <ul style="list-style-type: none"> <li>• Remain on duty;</li> <li>• Arrive early for next shift;</li> <li>• Provide extra cover, if necessary</li> </ul>   | <input type="checkbox"/>   |
| 5 Staff MUST <b>NOT</b> telephone the hospital via the main Hospital Switchboard.   | <input type="checkbox"/>   |
| 6 Await further instructions from the Unit Nurse Director, Senior Matron or OoH NNP, Silver on call. Keep them continually updated for demand of MIU services (especially patient's from the incident) and staffing levels.   | <input type="checkbox"/>   |
| 7 Carry on with MIU routine as normal   | <input type="checkbox"/>   |
| <b>STAND-DOWN ACTION:</b> - Notification of a Stand-Down will come from an identified Senior Manager, Silver on call, or Bleep Holder. The Nurse-in-Charge of the Ward should then  | <i>Tick when completed</i> |
| 1. Inform staff of the end of the Major Incident alert.   | <input type="checkbox"/>   |