13 September 2022

Freedom of Information Act 2000

I am writing in response to your request for information made under the Freedom of Information Act 2000 in relation to EPRR Communication and information management.

You asked:
Communication and information management
Emergency internal and external communication
1. Any record that switchboard operators have received training in the emergency response plan(s) with regard to emergency communications. (Can be answered yes / no.)
2. The date(s) of the most recent test(s) of switchboard with regard to emergency communications. (Can be answered with a date or dates.)
External stakeholder directory
3. Any record of the existence of a current directory of contact information of external stakeholders and emergency support services available to any Incident Coordination Centre staff, switchboard operators and other key hospital staff in an emergency. (Can be answered yes / no.)
4. Any record of when the directory was most recently updated. (Can be answered with a date or dates.)
Procedures for communicating with the public and media
5. Any record of the existence of current procedure(s) for communicating with the public and media in case of an emergency or disaster. (Can be answered yes / no.)
6. Any record of whether spokespersons have received specific media training. (Can be answered yes / no.)
7. The date(s) of the most recent exercise(s) to test the above procedure(s). (Can be answered with a date or dates.)
Management of patient information
8. Any record of the existence of procedures to ensure continuity of medical record-keeping, timely access to patient data, secure storage of confidential

information and back up procedures in the event of an emergency. (Can be answered yes / no.)
9. Any record of whether personnel have received training in such procedures. (Can be answered yes / no.)
10. Any record of whether resources are in place for implementation of such procedures. (Can be answered yes / no.)

Trust response:
Communication and information management Emergency internal and external communication
1. Yes
2. Yes - 12.09.22
External stakeholder directory
3. Yes
4. July 2022
Procedures for communicating with the public and media
5. Yes
6. Yes
7. July 2022 (live-play used during national heatwave
Management of patient information
8. Yes
9. Yes
10. Yes