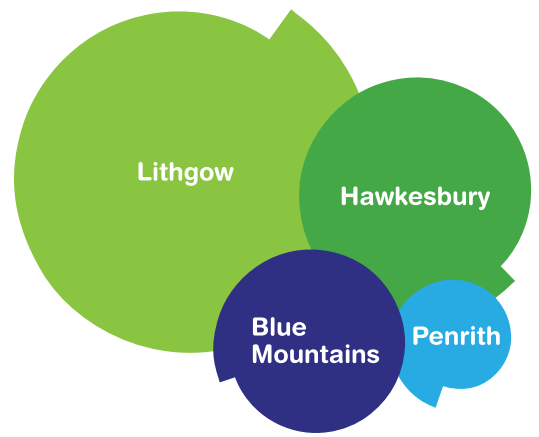




General Practice Disaster Planning Toolkit



This Toolkit is designed so you can customise the information to suit your own needs – enabling your organisation to have a helpful and unique guide in times of emergency.



Introduction

Wentworth Healthcare, the provider of Nepean Blue Mountains Primary Health Network (NBMPHN), works across the local government areas of Blue Mountains, Hawkesbury, Lithgow and Penrith, which have a combined population of over 397,600 people. We support 133 general practices consisting of 446 GPs and 200 practice nurses, who conduct 3 million GP consultations per year. The region also has 83 community pharmacies, 1,608 allied health professionals, and is serviced by four hospitals.

Disaster events and emergencies can impact a general practice's business continuity and ability to provide essential healthcare service. Practices that are prepared for disasters are more likely to have effective care continuity arrangements for their patients while ensuring that business operations continue to run as smoothly as possible.

NBMPHN supports general practice to improve their efficiency, effectiveness and coordination of care. **Our General Practice Disaster Planning Toolkit (the GPDPT) has been developed to support general practice to build capacity and provide improved quality of care during incidents of surge capacity and disasters.**

Our **VISION** is of improved health and wellbeing for the people in our community while our **MISSION** is to empower general practice and other healthcare professionals to deliver high quality, accessible and integrated primary healthcare that meets the needs of our communities.

This includes addressing workforce capacity and capabilities by coordinating local GP volunteers during disaster situations that may impact the region.

It is therefore essential that practices have up-to-date and tested disaster response plans in place, so that they are prepared and best positioned to respond to the health needs of their communities during disasters.

About – GPDPT

In general practice, preparedness should form part of everyday practices as the more prepared a practice is, the more effective their overall response and recovery effort will be. While it is widely recognised that general practice services are extremely busy, it is strongly recommended that practices take time to undertake preparedness activities which are reviewed annually or post disaster.

The GPDPT aims to assist general practices to consider and plan for unexpected disruptions to their business. It is a long-term planning tool to build upon everyday plans and procedures and update existing processes to ensure continuity of services during disasters.

The accompanying information and templates within the GPDPT are intended as a guide only and may require tailored updating to reflect general practice's policies, procedures, location and individual circumstances.

The GPDPT assists in avoiding duplicating policies or plans general practices may already have in place and should be used in conjunction with existing resources such as the Royal Australian College of General Practitioners (RACGP) Emergency Response Planning Tool (ERPT) and general practice Business Continuity Plans.

Disaster Planning and Response

Prevent Prepare Respond Recover (PPRR)

The Nepean Blue Mountains Primary Health Network (NBMPHN) General Practice Disaster Planning Toolkit (the GPDPT) sets out specific actions that general practices may apply to prepare for, respond to and recovery from disasters. The GPDPT assists health services to effectively manage their organisations response in the event of disasters.

The NBMPHN GPDPT primarily focuses on the **Prepare & Respond** aspects of the Prevent, Prepare, Respond & Recover (PPRR) disaster management spectrum, while concentrating on certain facets of the **Recovery** process ie. obtain feedback, review, readjust and recalibrate approaches during the post-disaster period.

PREPARE

Prepare for a disaster

Take steps before an incident to ensure your practices effective response and recovery. This includes the development of plans and arrangements based on risk assessments to enable your core business to continue following any critical incidents or disruptions.

RESPOND

Respond during a disaster

Take appropriate measures to respond to an event, including action and measures planned in anticipation of, during, and immediately after an event to ensure that its effects are minimised and that persons affected by the event are given relief and support.

RECOVER

Recover from a disaster

Ensure the necessary steps are taken to identify and action impacts and potential losses. Implement viable recovery strategies to ensure the continuity of services through operational debriefings and staff support. Provide ongoing education towards disaster readiness, response and continuous improvement.

General Practice Disaster Planning Toolkit

Practice Details

Practice Name	
Address	
Telephone	
Email	
Website/Facebook etc	
Security	

Disaster Management Coordinator

Designated Disaster Management Coordinator who has primary responsibility such as the Practice Manager, but not necessarily. Practice to identify lines of succession and delegation of authority in the event of absenteeism.

	Name	Preferred Contact Details
First Authority		
Second Authority		
Third Authority		

GP Disaster Management Toolkit – Storage

Information on where the General Practice Disaster Planning Toolkit is stored.

Type	Location	Person Responsible
Hardcopy		
USB		
Practice Server		
Cloud		

Staff Contact List

Template to list ALL staff in your practice, their preferred communication and all contact details. It is also useful to know what their availability would be in the event of a disaster.

Manager / Staff	Preferred Contact Details	Availability
General Practitioners		
Practice Management and Administration Staff		
Visiting Clinicians		
Nursing and Allied Health Staff		

Information

General Website Links

Name	Link
ABC Emergency	www.abc.net.au/news/emergency
Attorney General's Department	www.ag.gov.au/emergencymanagement
Australian Bureau of Meteorology	www.bom.gov.au
Australian Disaster Resilience Knowledge Hub	www.emknowledge.org.au
Australian Government: Disaster Assist	www.disasterassist.gov.au
Get Ready NSW SES	www.ses.nsw.gov.au/get-involved/get-ready-nsw
Fires Near Me NSW	www.rfs.nsw.gov.au/fire-information/fires-near-me
Live Traffic NSW	www.livetraffic.com
RACGP Emergency Response Planning Tool	https://www.racgp.org.au/running-a-practice/practice-management/managing-emergencies-and-pandemics/emergency-response-planning-tool
RACGP Public Health and Natural Disasters	www.racgp.org.au
Emergency Management Training – Resilience NSW	www.emtraining.nsw.gov.au
Bureau of Meteorology Tsunami Warning Centre	www.bom.gov.au/tsunami
Whereis Australia	www.whereis.com

Associated Links for General Practices

Name	Link
NBMPHN Practice Support	www.nbmphn.com.au/Practice-Management-Support
RACGP Managing Emergencies in General Practices	www.racgp.org.au/running-a-practice/practice-management/managing-emergencies-and-pandemics/managing-emergencies-in-general-practice
RACGP Emergency Response Planning Tool	www.racgp.org.au/running-a-practice/practice-management/managing-emergencies-and-pandemics/emergency-response-planning-tool
Managing Influenza in General Practice	www.racgp.org.au/running-a-practice/practice-management/managing-emergencies-and-pandemics/managing-pandemics/managing-pandemic-influenza-in-general-practice
RACGP Mental Health in Emergencies Factsheet	www.racgp.org.au/FSDEDEV/media/documents/Running%20a%20practice/Support%20and%20tools/Factsheet-Mental-health-and-emergencies.pdf

NSW Emergency Services

NSW Rural Fire Service
Alert Levels Meanings – NSW Rural Fire Service
www.rfs.nsw.gov.au/plan-and-prepare/alert-levels

Bushfire – NSW Rural Fire Service (RFS)
Life-threatening emergency: 000
Information line: 1800 679 737
www.rfs.nsw.gov.au

Earthquake – NSW State Emergency Service (SES)
Life-threatening emergency: 000
Emergency assistance: 132 500
www.ses.nsw.gov.au

Flood – SES
Life-threatening emergency: 000
Emergency assistance: 132 500
www.ses.nsw.gov.au

Heatwave – NSW Health
Life-threatening emergency: 000
Public Health Unit: 1300 066 055
www.health.nsw.gov.au/environment/beattheheat/pages/default.aspx

Human disease – NSW Health
Life-threatening emergency: 000
Public Health Unit: 1300 066 055
www.health.nsw.gov.au

Storm – SES
Life-threatening emergency: 000
Emergency assistance: 132 500
www.ses.nsw.gov.au

Tsunami – SES
Life-threatening emergency: 000
Emergency assistance: 132 500
www.ses.nsw.gov.au

Department of Primary Industries
Animal and plant biosecurity emergencies, natural disasters: (02) 6391 3100
www.dpi.nsw.gov.au

NBMPHN Links

Name	Link
Nepean Blue Mountains Primary Health Network	www.nbmphn.com.au
Accreditation Support	www.nbmphn.com.au/Accreditation
General Practice Support	www.nbmphn.com.au/PracticeSupport
Quality Improvement	www.nbmphn.com.au/QualityImprovement

Combat Agencies

A Combat Agency¹ is the agency with the specific expertise and equipment to deal with the effects of specific hazards or disasters.

The Combat Agency responsible for each major hazard is designated in the local Council Emergency Management Plan (EMPLAN) as the agency primarily responsible for controlling the response to a particular emergency or disaster and the overall direction of the activities, agencies and individuals concerned.

Emergency	Combat Agency
Animal	NSW Agriculture/Department of Primary Industries
Aviation	Emergency Operations Controller
Bushfire	NSW Rural Fire Service
Earthquake	NSW State Emergency Service
Fire (Urban)	Fire and Rescue NSW
Flood/Storm	NSW State Emergency Service
Food Industry	Department of Primary Industries - Food Authority
Hazardous Materials	<i>Land based: Fire and Rescue NSW</i> <i>State waters: NSW Maritime and NSW Port Corporations</i> <i>Inland waters: Fire and Rescue NSW</i>
Heatwave	NSW Health
Human Diseases	NSW Health
Law Enforcement	NSW Police Force
Major Structure Collapse	Multi-agency response Fire and Rescue NSW where a USAR (Urban Search and Rescue) response is required
Marine Oil & Chemical Spill	NSW Maritime Services and NSW Port Corporations
Other emergencies not designated to a Combat Agency	Emergency Operations Controller
Pandemic	NSW Health
Storm	NSW State Emergency Service
Terrorism	NSW Police Force
Tsunami	NSW State Emergency Service

1. Emergency Management Training - Resilience NSW
www.emtraining.nsw.gov.au

Check List – Disasters

General Practice Disaster Management

Checklist to ensure your practice has optimal processes and procedures in place to prepare and respond to disaster.

PREPARE	Information	Yes	Details / comments	Further action required
General Practice Disaster Planning Toolkit Health Network	This document.	<input type="checkbox"/>	Hard copy location: Soft copy location: Last updated: Review date:	
Emergency Response Plan (ERP)	Contact NBMPHN for a template if you don't have one. The Emergency Response Planning Tool (ERPT) may also be used. erpt.racgp.org.au/standardlogin	<input type="checkbox"/>	Hard copy location: Soft copy location: Last updated: Review date:	
Business Continuity Plan	Contact NBMPHN for a template if you don't have one.	<input type="checkbox"/>	Hard copy location: Soft copy location: Last updated: Review date:	
Compound Disaster Procedure	See template in this toolkit.	<input type="checkbox"/>		
Risk Matrix	This is normally in the practice risk management policy and procedure. If you don't have one, see the template for a risk matrix in this toolkit.	<input type="checkbox"/>	Located in the following document:	
Staff Contact List	See template in this toolkit if you don't have one.	<input type="checkbox"/>	Location: Last updated:	



PREPARE	Information	Yes	Details / comments	Further action required
Set up instant messaging for staff	This is to allow quick and easy contact with staff in the event of a disaster.	<input type="checkbox"/>		
IT server backup plan	This is normally in the practice Business Continuity Plan. See template in this toolkit.	<input type="checkbox"/>	Location: Last updated:	
Cold Chain Policy and Procedure	This is NSW Health requirement. Contact NBMPHN for a template if you don't have one.	<input type="checkbox"/>	Hard copy location: Soft copy location: Last updated: Review date: Person responsible:	
Procedure for loss of utilities	This is normally in the practice Emergency Response Plan.	<input type="checkbox"/>	Location: Last updated:	
Set up a phone, website and email message	Have scripts ready for this to be enabled if required.	<input type="checkbox"/>	Location: Person responsible:	
Insurance documents	See template in this toolkit if you don't have these details documented.	<input type="checkbox"/>	Location: Last updated:	
Telehealth services	It is best to document your telehealth arrangements and what is required to be set up.	<input type="checkbox"/>	See resources: www.racgp.org.au/clinical-resources/covid-19-resources/telehealth-1/telehealth-guides/guide-to-providing-telephone-and-video-consultatio/introduction www.racgp.org.au/running-a-practice/technology/clinical-technology/telehealth	



PREPARE	Information	Yes	Details / comments	Further action required
Relocation options	See template in this toolkit if you don't have one.	<input type="checkbox"/>		
Document the details of local pharmacies and pathology series	This can be referred to in the event of a disaster. Include contact details and opening hours.	<input type="checkbox"/>		
Disaster Kit stocked	See page 6 of: www.racgp.org.au/getattachment/07c89324-780e-473a-8f13-6e4a4ea5c0ce/Managing-emergencies-in-general-practice.aspx	<input type="checkbox"/>	Location: Last stocktake:	
Consider who your vulnerable patients are	Set up some searches on clinical software and/or Primary Sense to identify vulnerable patients.	<input type="checkbox"/>		
Staff induction/ orientation	All new staff should be introduced to the documents in this checklist and be familiar with their location.	<input type="checkbox"/>		
Ensure all staff have attended training on Disaster readiness	Contact NBMPHN for training available in the region.	<input type="checkbox"/>		
REMINDER ... TEST YOUR PLAN	Recommended at least annually.	<input type="checkbox"/>	Last tested: Next test:	
Additional resources available	<ul style="list-style-type: none"> • RACGP Managing Emergencies in General Practice www.racgp.org.au/download/Documents/e-health/Managing-emergencies-in-general-practice.pdf • RACGP Managing Pandemic Influenza in General Practice https://www.racgp.org.au/getattachment/bfb7e47d-0f48-4947-a255-33734501b6ba/Managing-pandemic-influenza-in-general-practice.aspx 			



RESPOND	Yes	Details / comments
Refer to your General Practice Disaster Planning Toolkit	<input type="checkbox"/>	
Enact your Emergency Response Plan	<input type="checkbox"/>	
Enact your Business Continuity Plan	<input type="checkbox"/>	
Enact Cold Chain Policy and Procedure	<input type="checkbox"/>	
Refer to staff availability in your Emergency Response Plan	<input type="checkbox"/>	
Enact telehealth process	<input type="checkbox"/>	
Access Disaster Kit	<input type="checkbox"/>	
Have lists available: <ul style="list-style-type: none"> • Pharmacies • Pathology services • Vulnerable patients 	<input type="checkbox"/>	
Turn on messages for phone, website and email	<input type="checkbox"/>	

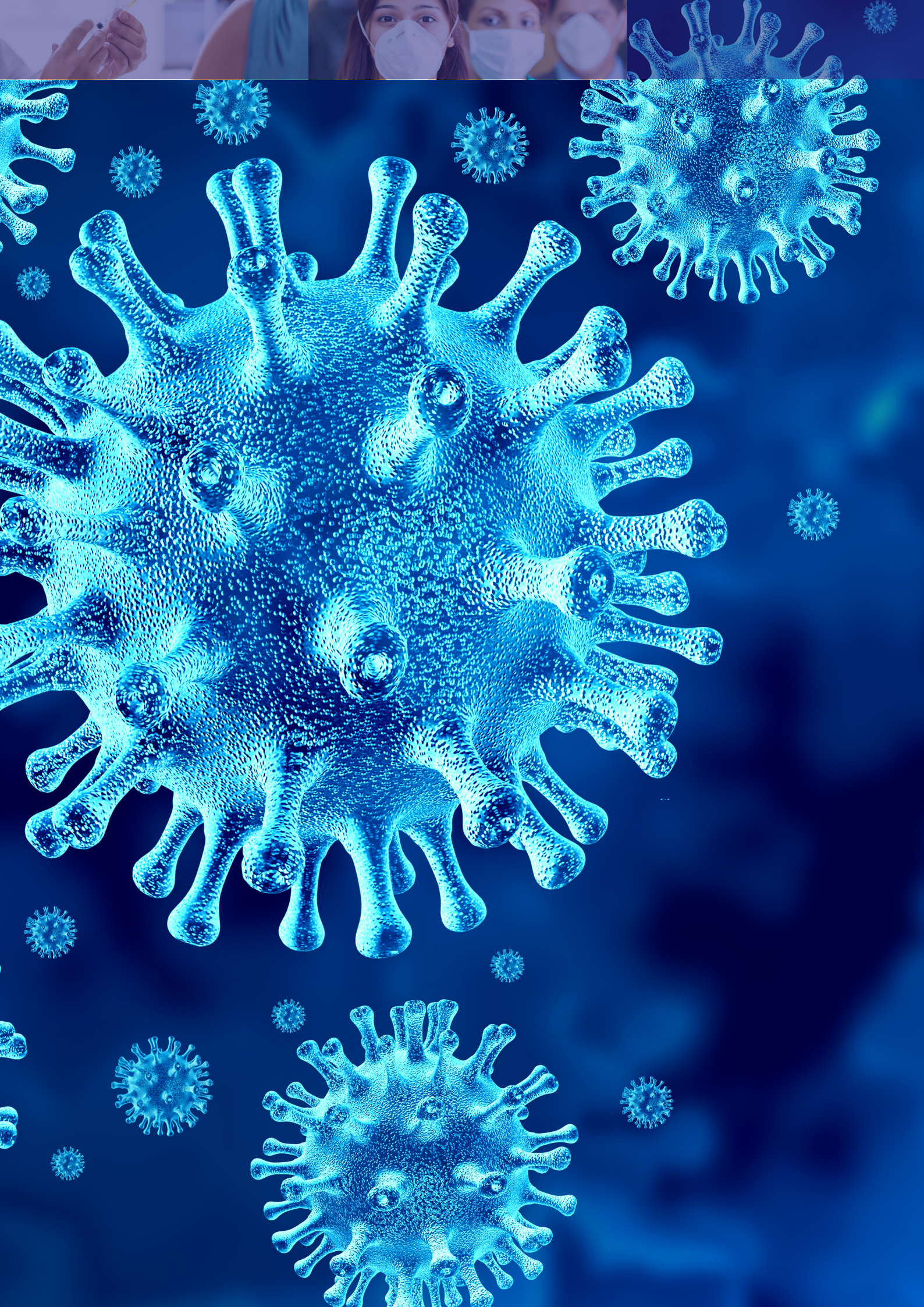


RECOVER	Information	Yes	Details / comments	Further action required
Undertake internal debrief session	See template in this toolkit.	<input type="checkbox"/>		
Action any learnings		<input type="checkbox"/>		
Contact your Practice Support Officer for further support		<input type="checkbox"/>		
Connect staff with appropriate support services		<input type="checkbox"/>		

Example: Disaster General Practice Checklist

Considerations for alternative Checklist to be tailored to individual practice needs.

General Practice Checklist	
<input type="checkbox"/>	PREPARE
<input type="checkbox"/>	• General Practice Disaster Planning Toolkit (electronic & hard copy)
<input type="checkbox"/>	• Business Continuity Plan (electronic & hard copy)
<input type="checkbox"/>	• Consider the risk of compound disasters/multiple disasters occurring simultaneously
<input type="checkbox"/>	• Risk Matrix
<input type="checkbox"/>	• Staff contact list
<input type="checkbox"/>	• Set up instant messaging for staff communication
<input type="checkbox"/>	• IT server backup
<input type="checkbox"/>	• Cold chain storage strategy
<input type="checkbox"/>	• Loss of utilities power/heating cooling/refrigerators/diagnostic equipment
<input type="checkbox"/>	• Phone/website/email message
<input type="checkbox"/>	• Insurance documents
<input type="checkbox"/>	• Telehealth services
<input type="checkbox"/>	• Property and infrastructure
<input type="checkbox"/>	• Relocation options
<input type="checkbox"/>	• Emergency kit, equipment and supplies
<input type="checkbox"/>	• Maintaining external communications in an emergency
<input type="checkbox"/>	• Provide staff education and training
<input type="checkbox"/>	• Regularly test your Action Plan
<input type="checkbox"/>	• RACGP ERPT www.erpt.racgp.org.au/standardlogin
<input type="checkbox"/>	• RACGP Managing Emergencies in General Practice www.racgp.org.au/running-a-practice/practice-management/managing-emergencies-and-pandemics/managing-emergencies-in-general-practice
<input type="checkbox"/>	• RACGP Managing Pandemic Influenza in General Practice www.racgp.org.au/running-a-practice/practice-management/managing-emergencies-and-pandemics/managing-pandemics/managing-pandemic-influenza-in-general-practice/part-a-introduction/about-the-pandemic-flu-kit
<input type="checkbox"/>	RESPOND
<input type="checkbox"/>	• Refer to your General Practice Disaster Planning Toolkit (electronic or hard copy)
<input type="checkbox"/>	• Refer to your Business Continuity Plan (electronic or hard copy)
<input type="checkbox"/>	• Staff availability & safety (PPE)
<input type="checkbox"/>	• Security/fire alarm systems/theft/criminal activity/violence
<input type="checkbox"/>	• Transport
<input type="checkbox"/>	• Phone/email/website messaging
<input type="checkbox"/>	• Cold chain storage strategy
<input type="checkbox"/>	• IT access and functionality
<input type="checkbox"/>	• Power/water/gas/electricity
<input type="checkbox"/>	• Telehealth facilities
<input type="checkbox"/>	• Pharmacies list and contact/availability details
<input type="checkbox"/>	• Availability of pathology services
<input type="checkbox"/>	• PPE/Disaster Medical Kit
<input type="checkbox"/>	• Consider vulnerable communities
<input type="checkbox"/>	RECOVER
<input type="checkbox"/>	• Undertake operational debriefing sessions and incorporate learnings for future responses
<input type="checkbox"/>	• Provide staff with education towards disaster readiness and continuous improvement
<input type="checkbox"/>	• Refer to NBMPHN Practice Support webpage for future surge capacity requirements
<input type="checkbox"/>	• Provide staff with mental health and psychological support
<input type="checkbox"/>	• Provide feedback and/or participate in NBMPHN incident review





Check List – Pandemics

General Practice Pandemic Management

Checklist to ensure your practice is prepared to respond to a pandemic.

PREPARE	Information	Yes	Details / comments	Further action required
Dedicated person responsible for Infection Control	Located in your Infection Control Policy and Procedure. If you do not have one, please contact NBMPPH for a template.	<input type="checkbox"/>	Infection Control person: Pandemic Leader: Pandemic Coordinator: Pandemic Communicator:	
Copies of Infection Prevention and Control Standards 5th Edition?	Infection Prevention and Control Standards.	<input type="checkbox"/>	Location:	
www.racgp.org.au/running-a-practice/practice-standards/racgp-infection-prevention-and-control-guidelines/table-of-contents				
Practice has own Infection Control Policy and Procedure	Contact NBMPPH for a template if you don't have one.	<input type="checkbox"/>	Hard copy location: Soft copy location: Last updated: Review date:	
Train all staff on infection control	Keep a register of staff and when they last undertook this training. See links in additional resource.	<input type="checkbox"/>		
All staff completed Hand Hygiene training	See links in additional resources.	<input type="checkbox"/>		
Pandemic Plan	See Word Doc Part 3 – RACGP Pandemic Plan Template.	<input type="checkbox"/>	Hard copy location: Soft copy location: Last updated: Review date:	
https://www.racgp.org.au/running-a-practice/practice-management/managing-emergencies-and-pandemics/managing-pandemics/managing-pandemic-influenza-in-general-practice/part-c-response/proportional-response				



PREPARE	Information	Yes	Details / comments	Further action required
Business Continuity Plan	Contact NBMPHN for a template if you don't have one.	<input type="checkbox"/>	Hard copy location: Soft copy location: Last updated: Review date:	
Cold Chain Policy and Procedure	This is NSW Health requirement. Contact NBMPHN for a template if you don't have one.	<input type="checkbox"/>	Hard copy location: Soft copy location: Last updated: Review date:	
Cleaning Policy and Procedure	Contact NBMPHN for a template if you don't have one.	<input type="checkbox"/>		
Documented triage process in the event of a pandemic	This should be in your Pandemic Plan. Include a diagram, posters, scripts, and triage charts.	<input type="checkbox"/>		
Train staff on pandemic-based triage		<input type="checkbox"/>		
Identify which practitioners can be set up to work from home		<input type="checkbox"/>		
Telehealth Services	It is best to document your telehealth arrangements and what is required to be set up.	<input type="checkbox"/>		
<p>www.racgp.org.au/FSDEDEV/media/documents/Clinical%20Resources/Guidelines/Guide-to-providing-telephone-and-video-consultations.pdf</p> <p>www.racgp.org.au/running-a-practice/technology/clinical-technology/telehealth</p>				



PREPARE	Information	Yes	Details / comments	Further action required
List of external stakeholders in a pandemic situation		<input type="checkbox"/>		
Pandemic listed on risk matrix	This is normally in the practice risk management policy and procedure. If you don't have one, see the template for a risk matrix in this toolkit.	<input type="checkbox"/>		
Staff immunisation list	Keep a register of which staff are immunised.	<input type="checkbox"/>		
Ensure there is enough PPE in the practice	Include posters: <ul style="list-style-type: none"> • Correct use of PPE • Putting on Masks • Taking off Masks Have a list of stock documented and suppliers available.	<input type="checkbox"/>	Last stocktake:	
Waste Management Policy	This should be in the infection control policy.	<input type="checkbox"/>		
Identify locations for patient isolation in the practice	Document this in your pandemic plan.	<input type="checkbox"/>		
List of local testing locations and contact details	NBMPHN can support you with this information.	<input type="checkbox"/>		



PREPARE	Information	Yes	Details / comments	Further action required
Staff induction/ orientation	All new staff should be introduced to the documents in this checklist and be familiar with their location.	<input type="checkbox"/>		
REMINDER ... TEST YOUR PLAN	Recommended at least annually.	<input type="checkbox"/>	Last tested: Next test:	
Additional resources available	<ul style="list-style-type: none"> • RACGP Managing Pandemic Influenza in General Practice www.racgp.org.au/getattachment/bfb7e47d-0f48-4947-a255-33734501b6ba/Managing-pandemic-influenza-in-general-practice.aspx • Infection Prevention and Control eLearning Modules https://nhhi.southrock.com/cgi-bin-secure/Home.cgi?msecs=1638409385551 • Hand Hygiene Australia https://www.hha.org.au/online-learning/learning-module-information • COVID-19 Infection Control Training https://www.health.gov.au/resources/apps-and-tools/covid-19-infection-control-training 			



RESPOND	Yes	Details / comments
Enact Pandemic Plan	<input type="checkbox"/>	
Hold team meeting to allocate roles and responsibilities	<input type="checkbox"/>	
Issue masks and PPE to all staff	<input type="checkbox"/>	
Monitor PPE stock levels to ensure you are not left short	<input type="checkbox"/>	
Hold daily staff huddles to provide updates	<input type="checkbox"/>	
Set up social distancing in practice	<input type="checkbox"/>	
Update practice phone, email and social media with any relevant messaging.	<input type="checkbox"/>	
Enact Pandemic Triage	<input type="checkbox"/>	
Refer to your General Practice Disaster Planning Toolkit	<input type="checkbox"/>	
Enact your Emergency Response Plan	<input type="checkbox"/>	



RESPOND	Yes	Details / comments
Enact your Business Continuity Plan	<input type="checkbox"/>	
Enact Cold Chain Policy and Procedure	<input type="checkbox"/>	
Refer to staff availability in your Emergency Response Plan	<input type="checkbox"/>	
Enact telehealth process	<input type="checkbox"/>	
Access Disaster Kit if required	<input type="checkbox"/>	
Place triage charts and scripts within sight of staff	<input type="checkbox"/>	
Place posters on the door	<input type="checkbox"/>	
Identify vulnerable patients	<input type="checkbox"/>	
Plan for the event of contact tracing and reporting requirements		



RECOVER	Information	Yes	Details / comments	Further action required
Undertake internal debrief session	See template in this toolkit.	<input type="checkbox"/>		
Action any learnings		<input type="checkbox"/>		
Contact your Practice Support Officer for further support		<input type="checkbox"/>		
Connect staff with appropriate support services		<input type="checkbox"/>		

Example: Pandemic Protocols Checklist

Considerations for alternative Checklist to be tailored to individual practice needs

Pandemic Protocols Checklist	
<input type="checkbox"/>	Refer to the RACGPs - Managing pandemic influenza in general practice www.racgp.org.au/running-a-practice/practice-management/managing-emergencies-and-pandemics/managing-pandemics/managing-pandemic-influenza-in-general-practice
<input type="checkbox"/>	PREPARE
<input type="checkbox"/>	• Ensure practice's infection prevention, control policies and procedures are up to date
<input type="checkbox"/>	• Assign a pandemic leader who will be responsible for the overall management of the practice's response
<input type="checkbox"/>	• Ensure the availability of PPE, masks, tissues, hand sanitiser and other necessary stockpiles
<input type="checkbox"/>	• Ensure the practice's key contact list of suppliers and service providers is up to date and easily accessible
<input type="checkbox"/>	• Cold chain storage strategy
<input type="checkbox"/>	• Telehealth Services
<input type="checkbox"/>	• Emergency kit
<input type="checkbox"/>	• Maintaining external communications in an emergency
<input type="checkbox"/>	• Provide staff education and training
<input type="checkbox"/>	• Regularly test your plan
<input type="checkbox"/>	• RACGP ERPT www.erpt.racgp.org.au/standardlogin
<input type="checkbox"/>	• RACGP Managing Emergencies in General Practice www.racgp.org.au/running-a-practice/practice-management/managing-emergencies-and-pandemics/managing-emergencies-in-general-practice
<input type="checkbox"/>	• RACGP Managing Pandemic Influenza in General Practice www.racgp.org.au/running-a-practice/practice-management/managing-emergencies-and-pandemics/managing-pandemics/managing-pandemic-influenza-in-general-practice
<input type="checkbox"/>	RESPOND
<input type="checkbox"/>	• Refer to your General Practice Disaster Planning Toolkit (electronic or hard copy)
<input type="checkbox"/>	• Refer to Business Continuity Plan (electronic or hard copy)
<input type="checkbox"/>	• Conduct a briefing meeting for all staff to confirm key roles and responsibilities
<input type="checkbox"/>	• Check status of staff immunisation and offer vaccinations if appropriate
<input type="checkbox"/>	• Confirm staff availability to ensure adequate staffing levels
<input type="checkbox"/>	• Establish a list of potentially vulnerable patients that may need to be contacted for preventive measures (eg. vaccinations) and ongoing management
<input type="checkbox"/>	• Consider Telehealth consultations for vulnerable patients
<input type="checkbox"/>	• Provide masks to visiting patients in the event they don't have appropriate PPE
<input type="checkbox"/>	• Plan for the event of contact tracing and reporting requirements
<input type="checkbox"/>	• Access up to date information from government bodies and provide daily updates to staff
<input type="checkbox"/>	• Support social distancing requirements and protocols
<input type="checkbox"/>	• Ensure information on prevention and management of the disease is available for patients
<input type="checkbox"/>	• Consider developing a fact sheet for patients outlining infection prevention and control strategies and management of the illness (eg. cough etiquette and hand hygiene)
<input type="checkbox"/>	• Consider e-consultations, e-prescribing, and e-referrals where appropriate
<input type="checkbox"/>	• Ensure appropriate cleaning of practice in relation to circumstances
<input type="checkbox"/>	• Ensure safe disposal of masks and associated equipment
<input type="checkbox"/>	RECOVER
<input type="checkbox"/>	• Undertake operational debriefing sessions and incorporate learnings for future responses
<input type="checkbox"/>	• Provide staff with education towards disaster readiness and continuous improvement
<input type="checkbox"/>	• Refer to NBMPHN Practice Support webpage for future surge capacity requirements
<input type="checkbox"/>	• Provide staff with mental health and psychological support
<input type="checkbox"/>	• Provide feedback and/or participate in NBMPHN incident review

Compound Disaster Procedure

Compound disasters and cascading events involve multiple facets such as two or more extreme disaster events occurring simultaneously or successively, or a combination of extreme events with underlying conditions that amplify their impact. These combinations of events may not be extreme in themselves, but can collectively lead to extreme impacts.

It is important that you understand the impact of disasters on your practice, the actions that can be taken and who is responsible during such events.

Once your risk matrix is completed a more detailed scenario based on each of the practices critical business areas can be completed in relation to compound disasters.

Scenario #1 – Floods and Pandemics

QUESTION	DETAILS
Critical failure	Provide a short description of a critical area that could be interrupted
Impact to practice	Provide an estimate of the impact to your business
Immediate actions	List what needs to be completed immediately to ensure loss is kept to a minimum
Secondary actions	Once immediate actions have been completed, what secondary actions can be completed until your practice has recovered completely
Responsibilities	List the people who are responsible and for what during this critical business scenario
Resources needed	What resources will you need to ensure you recover well in this sort of scenario. For example: cash flow, staff, service providers, stock

Scenario #2 – Fires and Pandemics

QUESTION	DETAILS
Critical failure	Provide a short description of a critical area that could be interrupted
Impact to practice	Provide an estimate of the impact to your business
Immediate actions	List what needs to be completed immediately to ensure loss is kept to a minimum
Secondary actions	Once immediate actions have been completed, what secondary actions can be completed until your practice has recovered completely
Responsibilities	List the people who are responsible and for what during this critical business scenario
Resources needed	What resources will you need to ensure you recover well in this sort of scenario. For example: cash flow, staff, service providers, stock

Alternative Accommodation – Premises

Identify potential temporary premises to practice from in disaster situations. Attach a map of your accommodation to the back of your plan.

RANK	TYPE OF ACCOMMODATION	ADDRESS	RESOURCES PROVIDED	COST

Safe Places

Identify 'local neighbourhood safe places' in the event of extreme events.

TYPE INTERNAL / EXTERNAL	ADDRESS	RESOURCES PROVIDED	CONTACT

Insurance

Details of current insurance policies.

INSURANCE TYPE	POLICY NUMBER AND LOCATION LINK	POLICY COVERAGE	POLICY EXCLUSIONS	INSURANCE COMPANY	LAST REVIEWED DATE	PAYMENT DUE DATE
eg. Building, Contents, Business Interruption	eg. Policy 123 <i>Insert link to policy location</i>	eg. Damage from fire, flood, theft, cyclone	eg. Fraud, terrorism, tsunami, landslide	eg. XYZ Insurance, contact name, phone number, email, website	eg. Daily? Monthly? Yearly?	Amount paid and frequency eg. Monthly? Yearly?

Data Security and Backup

How have you protected your data and your network (eg. virus protection, secure networks and firewalls, secure passwords, and data backup procedures)? Detail your backup procedures in the table below.

DATA FOR BACKUP	TYPE OF DATA	FREQUENCY OF BACKUP	BACKUP TYPE	PERSON RESPONSIBLE
eg. List all essential data that your business cannot recreate from other sources. If this list is substantial, consider a full system backup	eg. Email, spreadsheet, payroll system data, website, clinical software records	eg. Daily? Monthly? Yearly?	eg. CD ROM, external hard disk drive, remote / online / backup service	eg. Name of person responsible

Local Agencies – Contact Details

AGENCY	ADDRESS	PHONE NUMBER	CONTACT PERSON
Police			
Council			
Water			
Gas			
Schools			
NBMPHN			
LHD			
NSW Rural Fire Service			
NSW Police and Emergency Services			

Risk Matrix

Before developing a Business Continuity or Disaster Action Plan, general practices are advised to conduct risk assessments first to determine which emergency situations might be applicable to their practice. List the potential risks to your business (in order of likelihood) and any mitigation/contingency strategies. See following example:

DESCRIPTION of risk and potential impact to business	IMPACT • High • Medium • Low	LIKELIHOOD • High • Medium • Low	MITIGATION STRATEGY Actions to take to minimise / mitigate the potential risk to business	CONTINGENCY PLAN Outline contingency plan
IT No access to internet health records/unable to contact patients/obtain information	High	Medium	Alternative software Contact IT experts	Regular back ups Hardcopy/USB/Cloud
Power failure Vaccination Refrigeration Unable to provide service/loss of stock	High	Medium	Back-up generator on site	Nearby hospital willing to store vaccine Buddy GPs to assist with storage
Bushfire				
Flooding				
Storms				

DESCRIPTION of risk and potential impact to business	IMPACT • High • Medium • Low	LIKELIHOOD • High • Medium • Low	MITIGATION STRATEGY Actions to take to minimise / mitigate the potential risk to business	CONTINGENCY PLAN Outline contingency plan

Wentworth Healthcare

Level 1, Suite 1, Werrington Park Corporate Centre,
14 Great Western Highway
Kingswood NSW 2747

T 4708 8100

POSTAL ADDRESS

Wentworth Healthcare,
Blg BR, Level 1, Suite 1,
Locked Bag 1797,
Penrith NSW 2751

This report can be found at:

www.nbmphn.com.au/library

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provider of the Nepean Blue Mountains PHN, visit:

www.nbmphn.com.au

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