

## Plan for Telephony Failure, Borders General Hospital

### Initial Action

1. BGH or other location becomes aware of telephone system issue
2. Switchboard notify estates telephone engineer via Estates Helpdesk 01896 826363; estates.helpdesk@borders.scot.nhs.uk–
3. Switchboard notify BGH site manager
4. BGH Site manager takes charge in conjunction with Estates and Facilities.

### Problem assessment:

5. Manager and Estates determine type and circumstances of incident
- 6.. **Manager** in charge to check internal communications e.g. crash system, bleeps.
7. **Manager** check external communications – BECS/NHS24; contact with 999 services; A&E Airwave radio set is contact with Scottish Ambulance Service outwith landline and mobile phone network.

### Action – Strategic Communication

8. **Estates** to issue global email as appropriate if possible, failing which Communications staff to issue.
9. **Manager to notify as appropriate, dependant on duration and extent of telephony failure (actions will vary according to whether within office hours); template emails, website updates and press releases provided by Communications where appropriate**
  - Chief Executive
  - Chief Operating Officer
  - General Manager
  - Clinical Boards on call managers
  - BECS
  - Emergency Department (A&E)
  - Communications at Newstead via Staff Involvement, Shona Cameron, Deborah Adams; telephone: 01896 825589/5520 email: staff.involvement@borders.scot.nhs.uk
  - Scottish Ambulance Service On Call Tactical Advisor Number: 03333 990 148
  - Chair
  - NHS24 07788 636 269 or 0131 300 4401
  - Resilience Manager 01896 825513, 0778 961 8532 or Public Health Consultant on call who will notify:
    - NHS Scotland Resilience Tel: 0131 244 2431  
Fax: 0131 244 2157  
Mobile: 07795618391  
email: NHSScotlandResilienceTeam@scotland.gsi.gov.uk
10. **Manager** ask estates to create line into BGH for GP/MH/LD clinical boards' urgent use - within office hours.

### Operational Communication

11. Office hours – Estates staff to issue global email whenever possible. Failing that Communications will issue the global and use intranet/internet/local radio as required; Out of hours – **Executive On call** to issue; templates on Communications and BET On Call microsites.

### Stand Down/Restoration of Normal Service

12. Inform all of resumption of normal service
13. Enter incident on Datix

## Telephony Failure Procedure – Borders General Hospital

