EMERGENCY Response Action Points

Incident Details

- 1. Authenticate who is reporting the incident to you.
- 2. What is the incident?
- 3. Where is the incident?
- 4. When did it happen?
- 5. How many casualties are involved?
- 6. What is the nature of their injuries?
- 7. What action, if any, is NHS Borders expected to take? Initially you may be on standby "Alert Only"
- 8. Has a Major Incident been declared?

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- Begin a personal log of events. Use the log sheet overleaf. Start with who notified you date and time and what the incident is.
- 2. Liaise closely with Hospital Controller (BGH) or P&CS Manager.
- 3. Assess and evaluate the situation. If the incident is likely to have a major impact on the service provision of NHS Borders establish an Incident Management Support Team, if required.
- 4. Convene the IMST at either the BGH or NHS Borders HQ Newstead.
- 5. Access relevant NHS Borders Major Emergency Procedures—via intranet or boardroom.
- 6. Notify Chief Executive

Personal

- 1. Take all relevant documentation, plans and ID cards.
- 2. Take mobile phone etc. if appropriate.
- 3. Tell you family where you are.
- 4. Take protective clothing, equipment and food/hot drink.
- 5. Take any medication etc.

The Emergency Services uses the minemoric GHALETS as an aide-memoir

Casualties: information on the number & nature of

casualties (People trapped).

Hazard: nature of any hazard present (Fire, chemical).

Access: to the scene for emergency services.

Location: precise incident location.

Emergency Services: Indication of Emergency Services

required.

Type: of incident, train, fire, chemical spill etc.

Start a log: a log of events should be started at the

earliest opportunity.

Incident Management Support Team (IMST) STRATEGIC

- Provides logistical, strategic and back up assistance to allow the Hospital Control Team or in case of public health incidents, to the Incident Control Team, to concentrate on the essential business of managing the immediate response to the incident.
- 2. The IMST remit should be flexible so it can be adapted as required.
 - a) support the Hospital Control Team/Incident Control Team.
 - b) provide focal point of contact with the Scottish Government Health Dept.
 - c) deal with enquiries from local and national politicians.
 - d) respond to requests from the Hospital Control Team/Incident Control Team where additional resources are required.
- 3. Minutes should be kept of all meetings.

Emergency Co-ordination Structure

The Strategic Group
is the Incident
Management Support Team
which provides strategic
leadership and supervision
of the NHS Borders' response
to the emergency and
co-ordination of its
response with other
agencies.

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departments of the hospital/service

The Tactical Group
is the Hospital Control Team
set up to run NHS Berders
response to a Major Emergency.
The coordinating team consists
of the Medical, Nursing,
and Hospital Controller
Hospital Support Team Manager,
Primary Gaze on call manager and
appropriate emergency services

INCIDENT

liaison officers,

Further Action at the Scene or nearby.

Working through a crisis situation will be stressful and intensely challenging at times. You must be aware of the effects on yourself and your colleagues.

Trembling, sweating, nausea, pounding heart, anxiety and agitation are normal symptoms during this time, but watch out for and replace staff (without criticism or recrimination), who are showing signs of: over activity, aggression, arguementativeness, loss of self-control, lack of concentration, moodiness, apathy or showing lack of verbal or emotional expression.

All staff should be timed onto a shift and not allowed to extend their shift without good reason.

All staff should be debriefed as a group at the end of their shift and several days thereafter.

EMERGENCY Contacts

Council Out of Hours 01896 752111

Winter Control 01835 825076 (1st Nov – 31st Mar) Police Headquarters 0131 311 3131

Police G Division:

Hawick

01450 375051

Fire Brigade HQ 0131 228 2401

Scottish Ambulance 0131 344 5678

NHS Borders 01896 826000 Scottish Water 0800 731 0840

Scottish Power

0845 2727999

Transco Scotland

0800 111999

Floodline

0845 988 1188

SEPA

0800 807060

Personal-EMERGENCY Contacts

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Initial LOG Sheet

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