

16/09/2022

Dear Requester,

FOI 1626

Thank you for your Freedom of Information request. Please note, this is a cross-site response for Bedford site and Luton site.

You asked:

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.) -Yes

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.) Sept 2021

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.) - Yes

4. Any record of when the directory was most recently updated. (Can be answered with a date or dates.) – Updated as required when notified

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.) - Yes

6. Any record of whether spokespersons have received specific media training. (Can be answered yes / no.) - Yes

7. The date(s) of the most recent exercise(s) to test the above procedure(s). (Can be answered with a date or dates.) – June 2019

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.) - Yes

9. Any record of whether personnel have received training in such procedures. (Can be answered yes / no.) - Yes

10. Any record of whether resources are in place for implementation of such procedures. (Can be answered yes / no.) - Yes

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If you are not satisfied with the Trust review under the Freedom of Information Act 2000 you may apply directly to the Information Commissioners Officer (ICO) for a review of your appeal decision. The ICO can be contacted at: ICO, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF www.ico.org.uk

Yours sincerely,

FOI Officer

Bedfordshire Hospitals NHS Foundation Trust