**FOI Ref: 6591**

**Category(ies): Trust - Reports/Minutes/Correspondence**

**Subject: EPRR Communication and Information Management**

**Date Received: 01/09/2022**

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| **Your request:** | **Our response:** |
| Under the provisions of the Freedom of Information Act 2000, I am writing to request the following information. This information relates to the NHS England Emergency Preparedness, Resilience and Response Framework in general and section 8, “Statutory requirements & underpinning principles of EPRR”, subsection 8, “Information sharing”, subsection 9, “Legal framework, public inquiries, Coroners inquests and civil action”, and section 12, “Incident response”, in particular. It also relates to the Resilient Telecommunications Guidance for NHS England and the NHS in England. This information should be readily available as part of the NHS EPRR annual assurance process.Please note that this is a different request from my previous requests: “EPRR Coordination of emergency and disaster management activities” and “EPRR Planning”.For clarity, to minimise the cost of my request and to prevent the disclosure of any sensitive information, I have enumerated the information I am requesting and specified how it could be provided.Please note that the much of the information requested is only records of the existence of training, tests, a directory, update(s), procedures, exercise(s), and resources and not the contents of the training, tests, directory, update(s), procedures, exercise(s), and resources themselves.Given the potentially sensitive nature of this information, I ask you to redact any exempt information instead of refusing disclosure. This would be in accordance with guidance on best practice from the Information Commissioner’s Office.If you do not hold some of this information, then I ask you to confirm explicitly that you do not hold it. |
| 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.)
 | Yes |
| 1. The date(s) of the most recent test(s) of switchboard with regard to emergency communications. (Can be answered with a date or dates.)
 | June 2022 |
| External stakeholder directory |
| 1. 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 |
| 1. Any record of when the directory was most recently updated. (Can be answered with a date or dates.)
 | June 22 |
| Procedures for communicating with the public and media |
| 1. 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 |
| 1. Any record of whether spokespersons have received specific media training. (Can be answered yes / no.)
 | Yes |
| 1. The date(s) of the most recent exercise(s) to test the above procedure(s). (Can be answered with a date or dates.)
 | June 22 |
| Management of patient information |
| 1. 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 |
| 1. Any record of whether personnel have received training in such procedures. (Can be answered yes / no.)
 | No |
| 1. Any record of whether resources are in place for implementation of such procedures. (Can be answered yes / no.)
 | Yes |