



To: Strategic Health Authority Cluster Chief Executives

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cc: Chief Executives of NHS Trusts
Chief Executives of Foundation Trusts
Chief Executives of Ambulance Trusts
Strategic Health Authority Directors of Performance
Strategic Health Authority Emergency Planning Leads
Directors of Social Services
Monitor
Chief Medical Officer
David Flory, Deputy NHS Chief Executive
Alan Hall, Director of Performance

Gateway Ref: 17664

31 May 2012

Dear Colleague

Preparations for Olympic and Paralympic Games planning and reporting 2012

Issue

I am writing to set down planning and reporting arrangements for the Olympic and Paralympic Games 2012 ("Gamestime" reporting).

The focus on the Olympic and Paralympic Games 2012 will be significant and as such, I am seeking your assurances that every effort is being made to ensure that capacity planning and readiness for this major event is on track.

As such, we are committed to producing two daily SITREPs, which will gauge the operational position of the NHS across England during Gamestime.

I appreciate this is the first time we have undertaken SITREP reporting in this way outside the traditional annual winter reporting process and ROCR approval has been applied for.

However, due to the efforts of all NHS organisations in recent years concerning winter preparedness and reporting, I believe we are collectively well prepared to deal with the additional pressures a major event such as the Olympic and Paralympic Games might bring.

In order that we continue to provide high quality, timely care throughout this important event, I would ask you to ensure that this is the case across your health economy.

The period of the Olympic and Paralympic Games will be challenging for the whole system as we continue to seek unprecedented quality and productivity improvements during this time of transition, and as such, it is vital we continue to focus on delivery, particularly as the Olympic and Paralympic Games approaches.

Gamestime planning

I appreciate there has already been a significant amount of work undertaken up and down the country in preparing for the Games themselves.

Essentially, the same areas as in previous years connected with winter planning need to be addressed and preparation assured as part of your own local planning arrangements. However, this list is not exhaustive and only seeks to act as a guide.

If successfully managed, this should help ensure that all services across local health, community and social care systems are well coordinated and well placed to respond appropriately to the demands of the Olympic and Paralympic Games.

While there will undoubtedly be a myriad of activity across the capital and other designated parts of the country during the summer because of the Games, we believe it is better to be able to understand the operational position of the entire NHS during this important time. Taking this approach will give us the advantage of understanding where there are capacity constraints in the system as well as those areas of the country with the necessary capacity to assist others, should the need arise.

Areas of focus will include:

1. Handover of patient care from ambulance to acute trust.
2. Operational readiness (A&E, bed management, capacity, staffing and ambulance capacity).
3. Out of hours arrangements.
4. NHS/Social Care joint arrangements, including work with local authorities.
5. Ambulance Service/Primary Care/A&E links and community care.
6. Critical Care services.
7. Communications.

Patient handovers between ambulance services and acute trusts

Patient handover was a significant issue during last winter and it is our expectation that SHA clusters will take a lead role during Gamestime reporting to ensure that continued improvements happen and do not compromise patient quality, safety and experience during such a high profile event.

Public Health Heatwave plan

DH published the national Heatwave plan on 18 May. The plan is designed to help reduce the increase in deaths and morbidity that is observed due to extreme hot weather. The plan provides advice for individuals, communities and agencies on how to prepare for and respond to extreme hot weather as part of wider service planning. The plan should act as a useful source of information in terms of local planning when dealing with major events.

The plan can be viewed here:

<http://www.dh.gov.uk/health/2012/05/heatwave-plan>

SITREPs and reporting arrangements

I can confirm we will continue to use UNIFY2 for reporting local pressures during Gamestime, thereby maintaining “steady state” reporting and by using two daily SITREPs which are mandatory, (one for acute Trusts and the other for ambulance Trusts).

The acute Trust SITREP is largely based on the daily winter SITREP, but with fewer indicators.

The ambulance Trust SITREP is a new form, though one, which we understand, is already used locally by some ambulance Trusts and their SHAs.

The 2012 Olympic and Paralympic Games will run from 27 July 2012 and the Paralympic Games from 29 August to 9 September 2012.

Daily SITREP reporting will commence from **Tuesday 3 July 2012** and reporting requirements will be stood down on **Monday 10 September 2012 (the 10th being the last day of formal reporting to take account of that last weekend)**. This means the first collection will be on Wednesday 4 July 2012 in respect of the previous 24 hours.

With the support of Performance Information Reference Group colleagues and SHA cluster winter executive directors, we have designed the daily SITREPs, supporting guidance to complete them, and a reporting timetable (copies of these documents will be available via UNIFY2).

As you will appreciate, the quality and timing of daily SITREPs remains very important.

Commencing daily reporting ahead of the opening ceremony will allow us to overcome any teething problems with the SITREP process and get us into a rhythm of timely and effective reporting.

Each SHA is required to sign off daily (Monday to Friday) SITREPs, which are compiled from submissions by individual Trusts.

Monday's SITREP covers a period from **8am Friday morning to 8am Monday morning (i.e. the previous 72 hours)**. **Trusts are required to submit their returns by 11am daily, with SHA clusters signing off these returns no later than 12 noon.**

We would encourage you and your respective organisations to ensure reports are submitted on time to allow the production of a daily Departmental operational report, which will be used to gauge both the national and individual regional health economy position for operational problems, including actions at local level to mitigate any risks as a result of any pressures associated with the Games period.

During the period of the Games, NHS Operations will be responsible for providing daily SITREP information and any additional exception reporting to the DH Olympics Team to incorporate this into the daily DH SITREP to the National Olympics Committee. DH has a seat at the Olympics Committee, and will inform it of the capacity and capability of the NHS to support the Games.

Following discussions with Monitor, it has been agreed that NHS Foundation Trusts (NHS FTs) will complete daily SITREPs for Games time reporting in the way they have done in recent years for winter reporting.

DH's NHS Operations Unit will lead on Games time reporting and will be the single point of contact with the NHS (via SHA clusters) on a daily basis.

From Tuesday 3 July 2012, early notification of problems can be given during office hours to the SHA's normal contact in the Department's NHS Preparedness mailbox NHSpreparedness@dh.gsi.gov.uk

DH will be making individual phone calls to those SHAs that have flagged significant problems in their daily SITREPs return to understand what actions are in place to resolve any operational problems.

This approach means each SHA clusters will be asked to provide a daily contact, which can be used should we need to contact them after the 12 noon submission of SITREPs.

Please arrange for this information to be forwarded to NHSpreparedness@dh.gsi.gov.uk by **12 June 2012** along with the name and contact details of the Director within your SHA who will act as your Gamestime reporting lead.

Out of hours and exception reporting

Please note that although daily SITREPs via UNIFY2 are only required on working days, serious operational problems, which occur on non-working days, should be reported by Trusts to their relevant SHA contact by 11am the following day in order for information to be fed into daily reporting arrangements.

An NHS exception report (the NHS Incident Situation Report) should be completed by SHA clusters as appropriate and in accordance with the information set down in the NHS Operations Olympic and Paralympic Games Plan, sent to the NHS Preparedness email address (NHSPreparedness@dh.gsi.gov.uk). Significant events should be reported by telephone to the NHS Operations duty officer on 0845 000 5555 and followed up with SITREP as soon as practicable.

Escalation

There maybe a need to instigate telephone conferences with individual SHAs during the Olympic and Paralympic Games where there is a requirement to understand more regarding any operational problems.

These discussions will not substitute for direct conversations with the Department and those individual SHAs where incidents or issues reported in daily SITREPs or exception reports require attention.

As you will appreciate, it may be necessary for the frequency of these telephone conferences, on occasion, to move to a daily basis and this will be dependent on the scale of pressure across the system during Gamestime reporting.

This letter provides the necessary advice on any issues you may have regarding preparations in managing your Gamestime reporting arrangements, but if you require any further information or support then please contact:

James Skelly james.skelly@dh.gsi.gov.uk
Andrew Morris andrew.morris@dh.gsi.gov.uk
Phil Storr phil.storr@dh.gsi.gov.uk or
Stephen Groves stephen.groves@dh.gsi.gov.uk

If you have any technical queries specifically about the SITREPs please contact the DH Knowledge and Intelligence team at unify2@dh.gsi.gov.uk

Thank you for your continued help.

Yours sincerely



Lyn Simpson
Director of NHS Operations
Department of Health