

Freedom of Information Request

Ref: 22-495

26 September 2022

By Email

Dear Sir/Madam

Thank you for your request for information under the Freedom of Information Act 2000. The Trust's response is as follows:

- We can confirm that we do hold of the information you are requesting

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

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.)

23/08/2022

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.)

This is currently under review.

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.)

- to the Covid-19 pandemic March 2020-2022
- Fire evacuation in St Michaels hospital January 2021
- Closure of weston general hospital to new patients May 2020

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.

This concludes our response. We trust that you find this helpful, but please do not hesitate to contact us directly if we can be of any further assistance.

If, after that, you are dissatisfied with the handling of your request, you have the right to ask for an internal review. Internal review requests should be submitted within two months of the date of receipt of the response to your original letter and should be addressed to:

Data Protection Officer
University Hospitals Bristol and Weston NHS Foundation Trust
Trust Headquarters
Marlborough Street
Bristol
BS1 3NU

Please remember to quote the reference number above in any future communications.

If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF

Publication

Please note that this letter and the information included/attached will be published on our website as part of the Trust's Freedom of Information Publication Log. This is because information disclosed in accordance with the Freedom of Information Act is disclosed to the public, not just to the individual making the request. We will remove any personal information (such as your name, email and so on) from any information we make public to protect your personal information.

To view the Freedom of Information Act in full please click [here](#).

Yours sincerely

**Freedom of Information Team
University Hospitals Bristol and Weston NHS Foundation Trust**