

The Public Health Wales Emergency Response Plan

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Purpose and Summary of Document:

This document provides the overarching operational plan for the Public Health Wales response to incidents and outbreaks where escalation is required to mobilise additional capabilities beyond the norm.

Emergency contact numbers are in the Emergency Response Telephone Directory.

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Glossary of Emergency Planning Terms in Plan

Cabinet Office Briefing Room (COBR)

Civil Contingencies Committee (CCC): A high level Welsh Government Committee that meets during serious incidents in Wales. It is usually chaired by the First Minister.

Consultant in Environmental Health Protection (CEHP)

Emergency Coordinating Centre Wales (ECCW): Welsh Government's Emergency Coordinating Centre. This is set up during incidents in Wales and a Public Health Wales representative is based here if the incident has public health implications to support co-ordination between partners

Health Emergency Coordination Centre (HECC): If an incident requires co-ordination between different NHS partners (ambulance/health boards etc) then a Health Emergency Coordinating Centre is established.

National Coordination and Advisory Centre (NCAC) At Levels four and five in the Public Health Wales emergency response plan, the National Coordination Advisory Centre is set up. This refers to a group of health protection and other personnel, located in the Temple of Peace, who provide operational support to both the Senior Response Team and those involved in providing the local operational response.

Scientific Advisory Group in Emergencies (SAGE): National group of experts accountable to COBR providing scientific advice.

Scientific and Technical Advice Cell (STAC): A multiagency group of experts convened in response to a request from the Strategic Coordinating Group police commander. The Scientific and Technical Advice Cell provides evidence based advice on specific scientific questions which the agencies represented at the Strategic Coordinating Group are unable to answer from their own expertise. The Scientific and Technical Advice Cell communicates only with the Strategic Coordinating Group. It is usually initially chaired by Public Health Wales.

Senior Response Team (SRT): The senior Public Health Wales Team that manages and co-ordinates the Public Health Wales response to an incident.

Silver: Multiagency tactical response group. It takes strategic direction from the Strategic Coordinating Group.

Strategic Coordinating Group (SCG): Multi-agency gold command usually led by the police. The group gives strategic level advice to those dealing with the incident and are ultimately responsible for the response.

List of Abbreviations

Abbreviation	Primary Term
BSC	Business Service Centre
CBRN	Chemical, Biological, Radiological and/or Nuclear
CCC	Civil Contingencies Committee
CCDC	Consultant in Communicable Disease Control
CDSC	Communicable Disease Surveillance Centre
CEHP	Consultant in Environmental Health Protection
CPPH	Consultant in Pharmaceutical Public Health
DoH	Department of Health
DPH	Department of Public Health
DPH	Director of Public Health
ECCW	Emergency Coordinating Centre Wales
ECCW	Emergency Coordination Centre Wales
HCAI	Healthcare Associated Infections
HECC	Health Emergency Coordinating Centre
PHE	Public Health England
HPT	Health Protection Team
ISA	Independent Safeguarding Authority
JCVI	Joint Committee on Vaccination and Immunisation
LHB	Local Health Board
LSCB	Local Safeguarding Children Board
NCAC	National Coordination and Advisory Centre
OCT	Outbreak Control Team
PPH	Pharmaceutical Public Health

SAGE	Scientific Advisory Group in Emergencies
SCG	Strategic Coordinating Group
SitRep	Situation Report
SRT	Senior Response Team
STAC	Scientific and Technical Advice Cell
StR	Specialty Registrar
VPDP	Vaccine Preventable Disease Programme
WAG	Welsh Assembly Government
WHAIP	Welsh Healthcare Associated Infection Programme

1 Purpose

This document provides the overarching operational plan for the Public Health Wales response to incidents and outbreaks where escalation is required to mobilise additional capabilities beyond the norm. It further develops the work already undertaken which describes the structure of the Public Health Wales and its role as a Category 1 Responder under the Civil Contingencies Act 2004.

This Act places a number of legal duties on Public Health Wales in respect of:

- Risk assessment
- Maintenance of risk register
- Planning arrangements for
 - Prevention of emergencies
 - Response to emergencies
- Planning arrangements for business continuity management
- Warning and informing
- Sharing information
- Co-operation with other agencies (planning, response and recovery)

2 Relationship to other guidance

This plan is the overarching generic plan that describes how Public Health Wales will mount a response appropriate to any emergency incident regardless of the nature of that incident.

At the back of this plan are appendices which detail the public health response required of Public Health Wales in response to specific emergencies/threats.

3 Broad type of incidents, outbreaks and emergencies to which Public Health Wales may respond

Public Health Wales may have to respond to a wide range of incidents, outbreaks or emergencies that may have an impact on public health. The scale of the Public Health Wales response required will depend on the nature of the incident. It ranges from a single person giving advice to the full resources of Public Health Wales being committed over a protracted period of time (as in pandemic influenza). Table 1 lists a number of broad types with some examples, and the likely Public Health Wales Response Level which might be a result of such an incident.

Table 1: Broad Type of Incident and Emergencies

TYPE	EXAMPLE
A. Infectious disease events <i>Response level 1-5</i>	Localised meningitis outbreak Vaccine failure Infection control failure Regional cryptosporidium outbreak National salmonella outbreak Pandemic influenza
B. Chemical incidents <i>Response level 1-5</i>	Spills/discharges to the environment Fires Transportation accidents Poisoning of individuals
C. Naturally occurring emergencies and accidents <i>Response level 3-5</i>	Flooding Heat wave Major transport system accidents Threats to critical national infrastructure (strikes etc) Power failures
D. Radiological and nuclear accidents <i>Response level 1-5</i>	Source found in public domain Contamination found across an area Nuclear installation accident Transport accident
E. Overseas incident with consequences to Wales or its nationals <i>Response level 1- 5</i> <i>Consider calling Senior response team to discuss the public health risk to the population of Wales</i>	SARS Tsunami Oil slick etc Chernobyl scale nuclear accident

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F. Terrorist or security incident <i>Response level 5</i>	Intelligence led identification of threat Chemical, Biological, Radiological and/or Nuclear (CBRN) attack

4 Response levels and response required

Public Health Wales may be alerted by a variety of routes to developing incidents, outbreaks or emergencies. The Public Health Wales response level will be dictated by the seriousness of the incident and the impact on the organisation and will be subject to change over time. The Public Health Wales response level will be the over-riding guide to how the organisation responds, regardless of the nature of the alert.

The Public Health Wales response levels are equivalent to those of the Public Health England. Giving an incident a response level conveys both the seriousness of the incident and the impact on Public Health Wales in terms of the resources likely to be required to respond.

NB: Be aware that other organisations may have different alert/response levels. Always specify that these are Public Health Wales response levels. Table 2 below describes the response levels in terms of the impact on Public Health Wales resources and the response required from the different areas of Public Health Wales.

The decision on what Public Health Wales response level the incident requires will be a result of the initial Consultant in Communicable Disease Control (CCDC) assessment, using agreed criteria for assessment as to whether any triggers for a national Public Health Wales response exist (listed on page 8). If the criteria are not present, then the incident is below Level 3. If one or more criteria are present, then an Public Health Wales Senior Response Team will be convened as it is likely to be a Level 3 incident or above. This Team will then decide on the appropriate public health response.

Table 2: Public Health Wales' response levels, impact on the Public Health Wales and response required.

Public Health Wales Response Level	Impact	Local Field Services	Other parts of the Public Health Wales
5	A catastrophic emergency that has overwhelming impact on Public Health Wales. Will require an immediate response - One or more Strategic Coordinating Groups, Scientific and Technical Advice Cell and Civil Contingencies Committee will meet	The emergency will be managed nationally through the Public Health Wales Senior Response Team. The National Coordination and Advice Centre will be operational. Response at all levels of the organisation will be required for a protracted period.	
4	An emergency that has a severe impact and causes major disruption in many parts of Public Health Wales. One or more Strategic Coordinating Groups, Scientific and Technical Advice Cell and Civil Contingencies Committee will meet.	Will require support from all divisions in Public Health Wales. Local Co-ordination Centres will need to be established in addition to the National Coordination and Advisory Centre	National Coordination and Advisory Centre to be established with the Strategic Director (Chief Executive or nominated deputy) taking overall command and through the Senior Response Team to manage the situation and liaise with Public Health England and Welsh Government

3	An emergency that has significant impact on the resources of one or more parts of Public Health Wales (e.g. laboratories, field services etc) Strategic Coordinating Group and Scientific and Technical Advice Cell called – Civil Contingencies Committee may or may not sit	Will involve at minimum the resources of one of the regional Health Protection teams. Director of Health Protection to co-ordinate the front line response	The lead is appointed by and accountable to the Chief Executive and will usually be the Director of Public Health Services or deputy at Level 3. Business continuity issues to be dealt with by Director of Planning and Performance
2	An incident that has wider local effect but can be managed within existing local resources. Strategic Coordinating Group unlikely to be called but management of the incident will involve significant interagency work	Can be dealt with by regional Health Protection team with some support from other regional teams if necessary for call handling etc. If incident ongoing over a long period business continuity issues to be resolved within the Health Protection division	Close liaison with the communications team Director of Health Protection to be involved if wider Health Protection support is necessary An ad hoc Public Health Wales advisory team may be established to support and advise the local response team
1	An incident with limited local impact for the Public Health Wales	The incident can be managed within the capacity of a single Regional Health Protection Team taking due note of specialist advice	Close liaison with the communications team

5 Criteria for assessment of impact on Public Health Wales resources and for convening a Public Health Wales Senior Response Team

Table 3 below lists the criteria that should be used to determine when a Public Health Wales Senior Response Team should be convened.

Table 3: Criteria for assessing if an incident is significant with triggers for a national Public Health Wales response exists

If the response to any of these is likely to be “yes” then it is highly likely that a Public Health Wales Senior Response Team needs to be convened. The issue must be discussed urgently with a Regional Epidemiologist, Director of Health Protection and/or Director of Public Health Services/Executive on call.

Criteria for Assessment
(A) a significant incident with triggers for a national Public Health Wales response exists:
1. Public Health Impact: any actual or potentially serious health/public health consequences?
2. Involves more than one local authority area? (Consider extent of implications for other partners as well as local authorities).
3. Requires Public Health Wales resources beyond that readily available to the responding Health Protection Team/all Wales Health Protection Teams? (Consider complexity of situation and competencies for handling).
4. Is the problem likely to require a sustained Public Health Wales response?
5. Is specific expertise needed to determine the health threat of/response to unusual or emerging threats?
6. Is this the first response to a new organism or threat in Wales by the Public Health Wales?
7. Is this a potentially malicious incident?
(B) in the absence of significant public health incident, a considered Public Health Wales response is needed:
1. Are there concerns or demands from partner organisations/the public for a public health response to a perceived risk? (Consider impact on Public Health Wales reputation and relationships).
2. Is there substantial media interest in a public health response to a perceived risk?

6 Public Health Wales Senior Response Team

Members - as many as possible from:

- Director of Public Health Services
- Director of Health Protection
- Local Consultant in Communicable Disease Control or other local lead/Consultant in Environmental Health Protection
- Regional Epidemiologist
- Director, Microbiology Division
- Local Public Health Wales Microbiologist
- Director of Communications
- Director of Planning and Performance
- Local Director of Public Health (or deputy)
- Lead Consultant Pharmaceutical Public Health
- If appropriate, Centre for Radiation, Chemicals and Environmental hazards (Wales) representation
- Director of Screening (at Level 5 or as required)

(Membership may change as situation develops, at discretion of Lead)

Tasks:

1. Understand potential scale and implications of incident
2. Agree terms of reference for the SRT at the first meeting (note that the SRT remit is usually to organise and support the Public Health Wales response- it is usually additional to a local Outbreak Control Team/Incident Management Team, not instead of these multiagency operational teams)
3. Consider public health response required
4. Determine contribution of Public Health Wales to public health response
5. Define the Public Health Wales Response Level (use criteria in Table 3 to inform discussion)
6. Consider whether to declare Public Health Wales Major Incident
7. Define (and display clearly in the incident room) the assumptions about the incident (scale, response level etc) to which the SRT is operating
8. Clarify who will assume the roles of Strategic Director and Incident Director for oversight of the Public Health Wales response
9. Agree local and national lead roles and responsibilities and convey these to **all** Public Health Wales staff involved in responding to the incident

10. Consider the need for a separate ad hoc internal expert advisory group (particularly in infectious disease) to discuss and agree co-ordinated advice from Public Health Wales to the OCT etc
11. Agree brief for all other Public Health Wales staff
12. Agree staff/resource redeployment needed- Display clearly staff deployment in the incident room
13. Mobilise organisational resources
14. Agree lines of communication between the local and national responders
15. Agree co-ordination of the cross border response when English agencies involved
16. Understand Health and Safety implications for staff/visitors (on Public Health Wales premises) resulting from the incident and agree response for staff
17. Ensure any response staff responding to incidents abide by any incident specific guidance to protect health
18. Inform LRF partners if level 4 or 5 incident declared as this is a major incident for Public Health Wales
19. Minute/log all decisions agreed and who is to action these decisions and circulate the action log urgently to the Senior Response Team members.

When Convened

1. For any incident with potential to be Public Health Wales Response Level Three or above
2. When a multi-agency major incident has been declared and a Strategic Coordinating Group called
3. Any incident with one or more significant criteria for assessment (see table 3 page 12)

How convened

Usually after a Consultant in Communicable Disease Control/Health Protection Consultant discussion of incident with Director of Health Protection and/or Regional Epidemiologist and/or Director of Public Health Services/Executive on call. However, in slowly evolving or novel incidents, this process may be triggered initially by a Director of Public Health.

Leadership (Command)

The Strategic Director (usually the Chief Executive or nominated deputy) is responsible for the strategic direction and effective management of the Public Health Wales response to the incident. The Incident Director

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(usually the Director of Public Health Services) is appointed by and accountable to the Strategic Director for the organisational response.

The Public Health Wales Senior Response Team will meet in a timescale in response to the needs of the incident, rather than the availability of all the above. Meetings may be by telephone/video conference.

7 Leadership and direction

Individuals deployed to respond to the incident will be accountable to relevant operational leads that in turn will be accountable to the **Incident Director** who in turn will be accountable to the **Strategic Director**.

Strategic Director

The Strategic Director is in charge of the overall Public Health Wales response.

Role:

1. Responsibility for the strategic direction and effective management of the Public Health Wales response to the incident.

Incident Director

The Incident Director directs and manages the operational response.

Roles:

1. Ensures that health protection teams, microbiology, the Communicable Disease Surveillance Centre and other Public Health Wales colleagues co-ordinate their response.
2. Oversees the delivery of agreed response

Service Specific Leads

These are the individuals identified to lead the management of their specialist team's input to the response e.g. communications, surveillance, health protection, etc.

Roles:

1. Ensure specific immediate response is undertaken as required (e.g. convene Scientific and Technical Advice Cell, consult with regional

epidemiologist, implement public health intervention required immediately such as exclusion etc)

2. Attend Public Health Wales Senior Response Team Meetings contributing information etc.
3. Actively participate in decision making ensuring that response required is reasonable and deliverable in light of resources currently available and knowledge of local population and infrastructure
4. Communicate with staff in their specialist team
5. Identify additional resources required to deliver the response
6. Oversee delivery of the agreed response/actions
7. Feedback urgently to Incident Director if response not delivered as agreed
8. Log/minute decision making processes and actions undertaken

8 Responding at different incident levels and Lead Responsibilities:

Public Health Wales Response Level	Impact	Alerting within Public Health Wales	Overall Lead	Health Protection Lead	Specific Operational Leads
5	A catastrophic emergency that has overwhelming impact on Public Health Wales. Will require an immediate response - One or more Strategic Coordinating Group and Civil Contingencies Committee will meet- Scientific and Technical Advice Cell may be convened	All Health Protection leads (field services, microbiology and epidemiology and Director of Public Health Services), Chief Executive, Director of Communications, All Directors of Public Health	Chief Executive Public Health Wales Senior Response Team will be convened National Coordination and Advisory Centre will be operational	Director of Public Health Services	To be agreed by Director of Public Health Services and Director of Health Protection
4	An emergency that has a severe impact and causes major disruption in many parts of the Public Health Wales. One or more Strategic Coordinating Group and Civil Contingencies Committee will meet- Scientific and Technical Advice Cell	All Health Protection leads (field services, microbiology and epidemiology and Director of Public Health Services), Chief Executive Director of Communications, All Directors of Public Health	Chief Executive Public Health Wales Senior Response Team will be convened National Coordination and Advisory Centre will be operational	Director of Public Health Services	To be agreed by Director of Public Health Services and Director of Health Protection

	may be convened				
3	An emergency that has significant impact on the resources of one or more parts of the Public Health Wales (e.g. laboratories, field services etc) or has one or more criteria for assessment (see table 2)	All Health Protection leads (field services, microbiology and epidemiology and Director of Public Health Services), Chief Executive, Director of Communications, All Directors of Public Health	Director of Public Health Services/ Director of Health Protection Public Health Wales Senior Response team will be convened	Initially Local Consultant in Communicable Disease Control/Consultant in Environmental Health Protection - this may change as the incident level evolves and after Senior Response Team have met	Initially Local Consultant in Communicable Disease Control/Consultant in Environmental Health Protection - this may change as the incident level evolves
2	An incident that has wider local effect but can be managed within existing local resources. Management of the incident will involve significant interagency work	All Health Protection leads (field services, microbiology and epidemiology and Director of Public Health Services), Director of Communications, Local Directors of Public Health	Local Consultant in Communicable Disease Control/Consultant in Environmental Health Protection	Local Consultant in Communicable Disease Control/Consultant in Environmental Health Protection	Local Consultant in Communicable Disease Control/Consultant in Environmental Health Protection
1	An incident with limited local impact for the Public Health Wales	Director of Health Protection, Director of Communications, Director of Public Health in affected area	Local Consultant in Communicable Disease Control/Consultant in Environmental Health Protection	Local Consultant in Communicable Disease Control/Consultant in Environmental Health Protection	Local Consultant in Communicable Disease Control/Consultant in Environmental Health Protection

9 The Public Health Wales National Co-ordination and Advisory Centre (NCAC)

Location:

- a) Temple of Peace and Health
- b) If unavailable, Public Health Wales Screening Services Building, Magden Park, Llantrisant, CF72 8LN
- c) It may be co-located with the local Health Protection Team if this is decided to be more appropriate

It will house:

- a) Public Health Wales Senior Response Team
- b) Public Health Wales Communications Team (if appropriate)
- c) A central support system for the incident
- d) Scientific and Technical Advice Cell if this is not co-located at Strategic Coordinating Group (but the police will be asked to provide admin and other support for this)

It will be staffed continuously on a 24 hour or extended day time shift basis as agreed.

The Director of Planning and Performance is responsible for overseeing the facilities and the administrative aspects of National Coordination and Advisory Centre and the Director of Health Protection is responsible for overseeing the professional functions.

Functions: (Will be agreed at the first Senior Response Team meeting)

1. Support members of the Public Health Wales Senior Response Team in communicating decisions made
2. Capture Lead Roles and Responsibilities and actions agreed by the Senior Response Team and circulate urgently to all involved
3. Provide a link with the Welsh Government Emergency Coordination Centre Wales
4. Maintain a central log of Public Health Wales actions
5. Ensure minutes from all meetings are available, including Scientific and Technical Advice Cell (these should be attended and minuted by others, the National Coordination and Advisory Centre will ensure that these are available and held centrally for the Public Health Wales Senior Response Team and local Consultants in Communicable Disease Control to access as needed).
6. Provide uniform information and advice to queries from internally and external organisations as agreed by Senior Response Team

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7. Keep a log of staff availability to aid with requests for resources from local Health Protection Teams
8. When cases are widely dispersed or numerous, maintain a central database of all cases/contacts as agreed at the Public Health Wales Senior Response Team.
9. Agree total case/contact numbers with all parties in an agreed format on a daily basis when more than one area involved
10. Be a conduit for the sharing of the agreed data with Public Health England, Department of Health, Communications and Welsh Government.
11. Assist in other ways as specifically agreed to free up the local health protection team to lead the local operational response
12. To provide a link to the Strategic Co-ordinating Groups.

10 Public Health Wales' representation at external emergency response groups

Principles:

1. The Strategic Director is ultimately responsible for the Public Health Wales response
2. The Incident Director (usually Director of Public Health Services (with support from the Director of Health Protection and others as necessary)) is responsible operationally for the deployment of staff.
3. If out of hours or if deployment is needed immediately the Consultant in Communicable Disease Control/Consultant in Environmental Health Protection dealing with incident will initiate the initial deployment based on the guidelines below (after discussion and agreement with the Director of Health Protection/ Regional Epidemiologist/Executive on call as available).
4. Public Health Wales representation on external emergency response groups depends on:
 - i. Type of incident
 - ii. Scale and seriousness of incident
 - iii. Location and time of incident
 - iv. Who is deployable with the appropriate specialist skills at time of emergency without creating additional risks elsewhere
 - v. Political ramifications of the incident

Representation:

Strategic Co-ordinating Group:

- When **health protection specialist advice** is needed (E.g.: chemical incident, infectious disease incident, Chemical, Biological, Radiological and/or Nuclear)- the following resource will be allocated:
 1. Specialist representation from the Health Protection Division, the Public Health England and/or the Public Health System as required depending on incident and Public health operational response required and need/ otherwise for Scientific and Technical Advice Cell
 2. Specialist Support for maintaining communications, seeking and obtaining advice etc as required by type and scale of incident

In locations (such as North Wales) where executive directors or particular specialist public health support are not always immediately available in person, interim support by teleconference will be supplied. Further representation would be physically mobilised in an extended incident as required under the principles above.

- When **general specialist public health advice** is needed (E.g.: flooding, mass casualties/evacuations due to physical events, snow)
 1. Director of Public Health or Director of Public Health nominated consultant*
 2. Support staff as required by scale/type of incident
 3. (With Health Protection Support as necessary)

Silver-

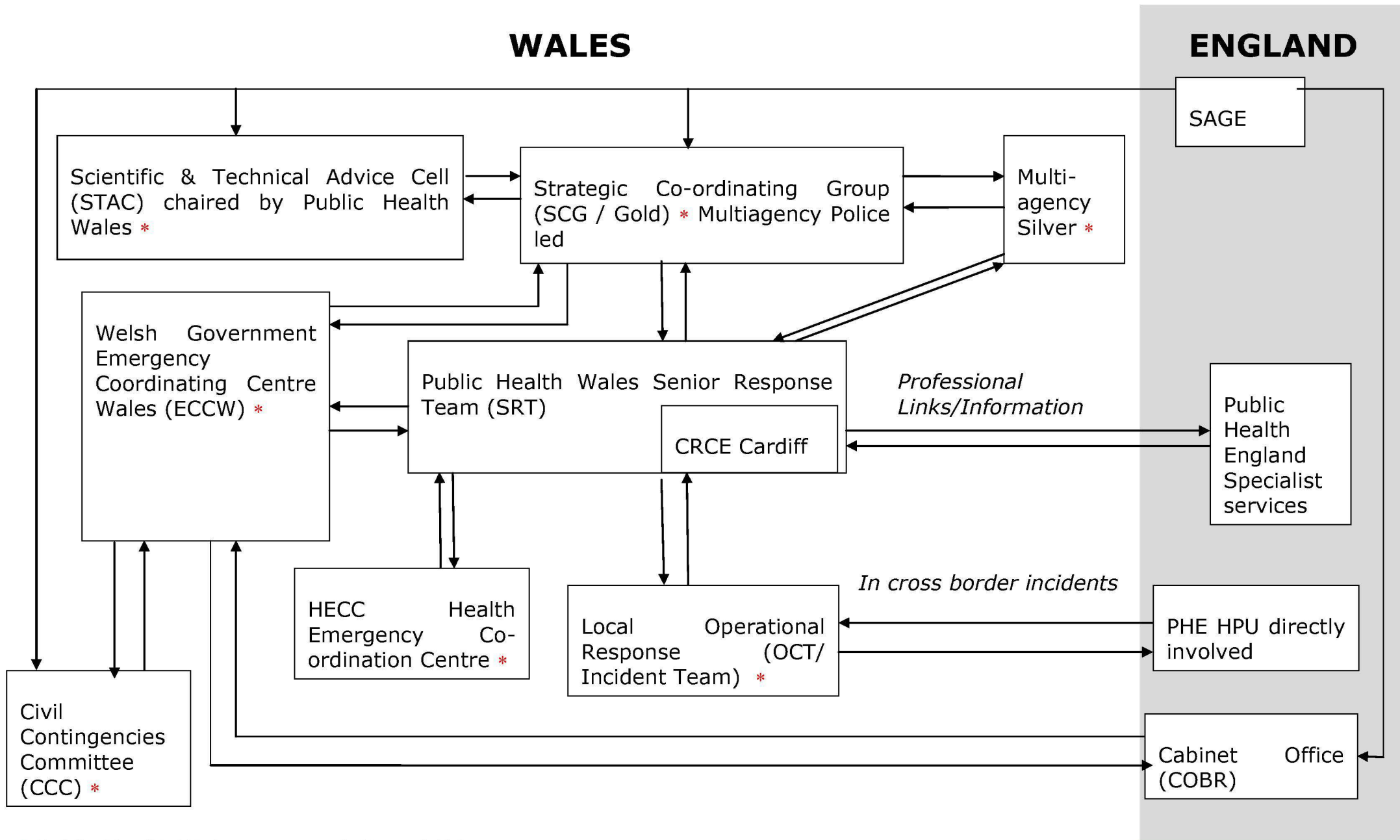
To support the operational response at silver, the following resource would be allocated:

1. Representative from Health Protection Division as required and appropriate
2. Director of Public Health or Director of Public Health nominated consultant*
3. +1 or 2 Specialist Registrars to support as available/appropriate

**In emergency situations, where the Director of Public Health is not in attendance, the Director of Public Health nominated consultant (who may be nominated at the time of the incident or have been pre-agreed as a routine arrangement based upon the individual arrangements set in place by the Health Boards) will have the delegated responsibility for deploying local public health team personnel employed by Public Health Wales and accessing resources from the Health Board for population public health emergency control measures (e.g.: mass vaccination, mass chemoprophylaxis).*

**CONTACT NUMBER TO RING PUBLIC HEALTH WALES
NATIONAL COORDINATION ADVISORY CENTRE AT
LEVEL FOUR/FIVE:** Irrelevant & Sensitive

11 The relationships between emergency response groups during a major incident in Wales



12 Specific Responsibilities at different response levels

Initial action by person taking initial call:

1. Record time and date
2. Record caller's name, organisation and contact phone number
3. Record as many details as possible: description of problem, number affected, symptoms, etc.
4. If not a member of the health protection team or not a public health specialist on call, pass details to these urgently.

Action at Level One

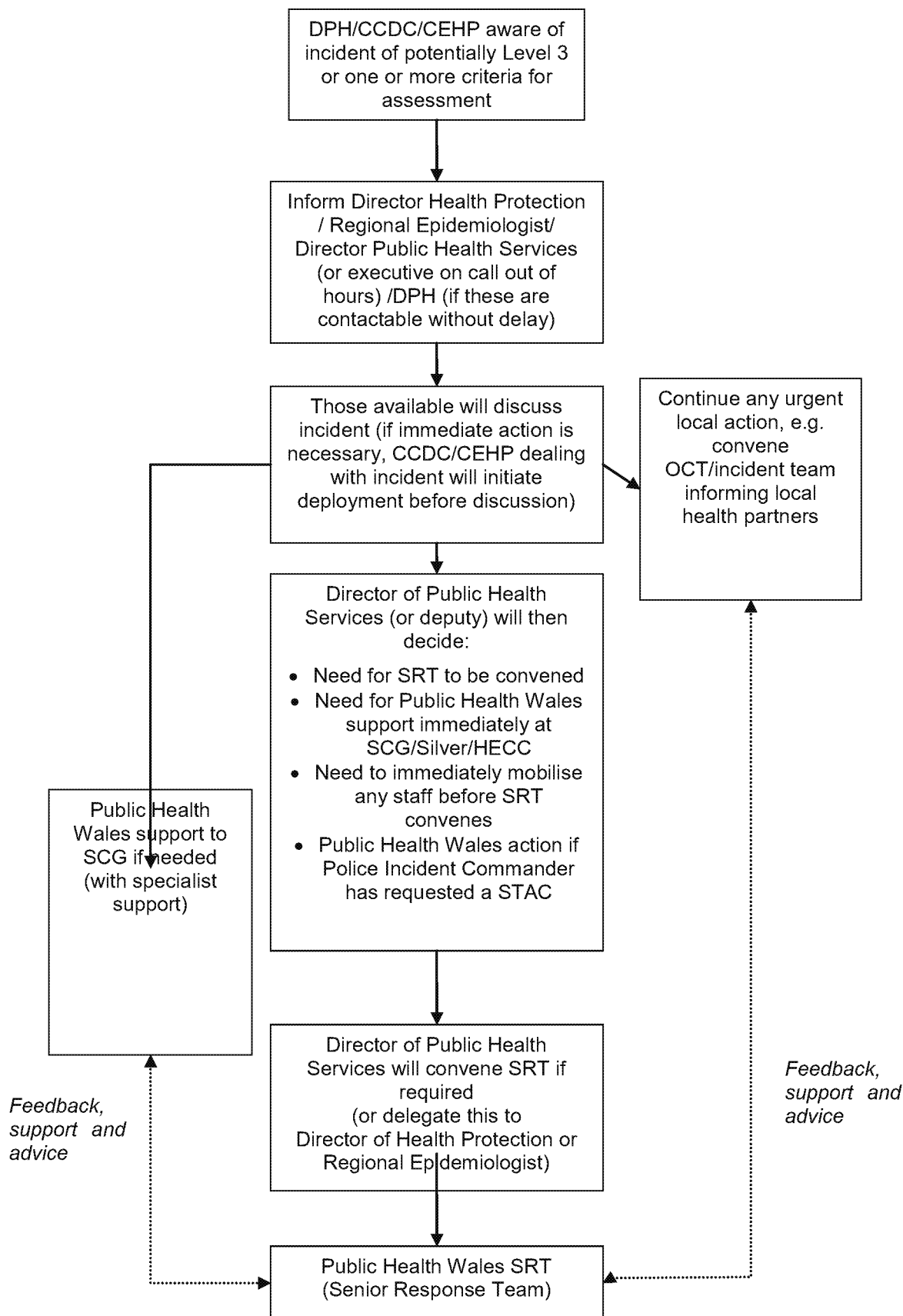
(e.g.: unspecified rash cluster in well children in school, small group (e.g.: childminder) needing chemoprophylaxis, small chemical incident with no affected people)

This is an incident easily dealt with within the normal resources of the local health protection team or on-call service in the normal way.

Action at Level Two

(e.g.: two linked meningococcal cases in a school, chemical incident with affected people, (no Strategic Coordinating Group called))

This is dealt with within the normal resources of the all Wales health protection teams with routine support from the laboratories, communications team and additional support from Specialty Registrars, individuals on the on-call rota and the Director of Public Health of the affected area.

POTENTIAL LEVEL THREE INCIDENTS

Action at Level Three

(e.g.: some blue light major incidents with Strategic Coordinating Group called, case of serious novel illness requiring significant public health measures such as confirmed human case of H5N1, large outbreak of *E. coli* O157, significant flooding, any incident with one or more significant criteria (see table 3 page 8))

In cases of doubt of level of incident and the scale of response required, an Public Health Wales Senior Response Team should be convened to consider the response needed

Overall Lead: Strategic Director

Operational Lead: Incident Director

Service Specific Leads: As many as required, depending on the incident:

Notes

Public Health Wales Senior Response Team will be convened if Level Three or potential Level Three.

Consider declaring this a major incident for the Public Health Wales (if declared go to Level Four).

Any police declared major incident in which an Strategic Coordinating Group (Multi-agency Gold) is called usually requires a discussion between the local Consultant in Communicable Disease Control/Consultant in Environmental Health Protection, the Director of Health Protection, Director of Public Health Services/Executive on call and or Regional Epidemiologist and others as appropriate to agree on the level of the incident and whether an Public Health Wales Senior Response Team is needed (see page 8 section 5).

Public Health England Level Three is equivalent to the Public Health Wales Level Three

Actions to be undertaken at Level 3

Strategic Director (usually Director of Public Health Services or Deputy):

See action card 1

Director of Health Protection

See action card 2

Incident Director (usually Director of Health Protection):

See action card 3

Director of Communications

See action card 8

Service Specific Leads:

- Director of Health Protection:
See action card 4
- Director, Microbiology Division:
See action card 7
- Director of Communicable Disease Surveillance Centre:
See action card 32

Consultant in Communicable Disease Control/Consultant in Environmental Health Protection Local Health Protection Team staff/On call professionals out of hours

See action card 5

Health Protection Team members in other parts of Wales if requested by Lead Consultant in Communicable Disease Control:

Will support by taking routine calls

Will provide team members to support the local team in responding to incident if necessary

Specialty Registrars (may be required to fill a number of roles as directed by the Senior Response Team)

See action cards 14, 14a, 14b and 14c

Director of Public Health of affected area(s)

See action card 11

Admin Staff not in the Health Protection Division

See action card 48

Other Public Health Wales Staff

Public Health Wales	The Public Health Wales Emergency Response Plan
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Will be mobilised as required as directed by the Public Health Wales Senior Response Team

Action at Level Four

LEVEL FOUR IS A MAJOR INCIDENT FOR THE Public Health Wales.

(E.g. Two simultaneous Level Three incidents in Wales, incidents requiring mass community prophylaxis, avian influenza with significant human transmission locally, national outbreak of *E. coli* O157 with several hundred cases, wide spread flooding

In cases of doubt of level of incident and the scale of response required, a Public Health Wales Senior Response Team should be convened to consider the response needed.

A Level Four incident may be declared if Public Health Wales does not have enough staff available to respond to an incident which would usually be at Response Level Three.

Overall Lead: Strategic Director

Operational Lead: Incident Director

Service Specific Leads: As many as required, depending on the incident:

Notes

Public Health Wales Senior Response Team will be convened.

The National Advice and Co-ordination Centre will be set up.

Public Health England Level Four is equivalent to the Public Health Wales Level Four.

Alerting at Level 4

The Director of Communications will send out an alerting e-mail to all staff informing them that Public Health Wales has declared a major incident at Level 4 and why. The e-mail will direct them to consult this plan for further information.

Public Health Wales activities that must be maintained during any major incident

- 1) All activities associated with the implementation of this plan
- 2) All emergency health protection team activity including:
 - i) Management of significant communicable diseases
 - ii) Responding to all one, two and three level health protection incidents

- iii) Responding to newly reported radiological, chemical and environmental hazards
 - iv) Participating in emergency legislative measures (as Proper Officer)
 - v) Ongoing management of other issues where cessation would result in an immediate or long term calculable increase in disease burden
- 3) All laboratory diagnostic activity and advice which contributes to the incident management or minimises the overall burden of disease (patient microbiological samples will continue to be processed)
 - 4) All reactive child protection cases and on-going serious review work
 - 5) Routine immunisation and vaccination support as far as possible
 - 6) Routine disease surveillance which contributes to the incident response or is necessary to prevent outbreaks or significant rises in communicable disease going undetected
 - 7) Responding to concerns in primary care services by the Professional Lead of the Primary Medical Care Advisory Team

Actions to be undertaken at Level 4

Strategic Director (usually Public Health Wales Chief Executive or nominated deputy)

See action card 1

Director of Public Health Services/Executive on Call

See action card 2

Incident Director (usually Director of Public Health Services/Executive on Call)

See action card 3

Director of Communications

See action card 8

Director of Planning and Performance

See action card 9

Regional Epidemiologist

See action card 6

Director, Microbiology Division

See action card 7

Director of Health Protection

See action card 4

Consultant in Communicable Disease Control/Consultant in Environmental Health Protection/Local Health Protection Team staff/On call professionals out of hours

See action card 5

Health Protection Team members in other parts of Wales if requested by Director of Health Protection:

See action card 13

Specialty Registrars (may be required to fill a number of roles as directed by the Senior Response Team)

See action cards 14, 14a, 14b and 14c

Director of Public Health of affected area(s)

See action card 11

Lead Consultant in Pharmaceutical Public Health

See action card 12

All Other Staff (Public Health consultants etc) on the public health on call rota not covered above

See action card 15

Regional Business Manager

See action card 49

Admin Staff not in the Health Protection Domain

See action card 50

Communicable Disease Surveillance Centre staff and Health Protection central office staff not otherwise described

May be required to support the emergency response. All routine work should be suspended (apart from that outlined above) until it is clear that they are not required for the emergency response.

Other communication Staff:

- Communications Officer
See action card 22
- Web Editor
See action card 23
- National Briefer
See action card 24
- National Spokesperson (English Language)
See action card 25
- National Spokesperson (Welsh Language)
See action card 26
- Local Spokesperson
See action card 27
- Opinion Leader Manager
See action card 28
- Media Monitor
See action card 29
- Communications Administrator
See action card 30
- Translator
See action card 31

Action at Level Five

(e.g.: major CBRN incident, Pandemic Influenza)

Level Five is a major incident for Public Health Wales. It represents a major emergency with an overwhelming impact on Public Health Wales. All staff, except those listed at 1-7 below, should make themselves available to the emergency.

The Public Health Wales Senior Response Team will co-ordinate staff deployment.

In cases of doubt of level of incident and the scale of response required, a Public Health Wales Senior Response Team should be convened to consider the response needed.

Overall Lead: Strategic Director

Operational Lead: Incident Director

Service Specific Leads: As many as required, depending on the incident:

Notes

Public Health Wales Senior Response Team will be convened.

The National Advice and Co-ordination Centre will be set up.

Public Health England Level Five is equivalent to the Public Health Wales Level Five.

Alerting at Level 5

The Director of Communications will send out an alerting e-mail to all staff informing them that Public Health Wales has declared a major incident at Level 5 and why. The e-mail will direct them to consult this plan for further information.

Public Health Wales activities that must be maintained during any major incident

- 1) All activities associated with the implementation of this plan
- 2) All emergency Health Protection Team activity including
 - i) Outbreak management of any communicable diseases
 - ii) Responding to newly reported radiological, chemical and environmental hazards

- iii) Participating in emergency legislative measures (as Proper Officer)
- iv) Ongoing management of other issues where cessation would result in an immediate or long term calculable increase in disease burden
- 3) All laboratory diagnostic activity and advice which contributes to the incident management or minimises the overall burden of disease (patient microbiological samples will continue to be processed)
- 4) All reactive child protection cases and on-going serious review work
- 5) Routine immunisation and vaccination support as far as possible
- 6) Routine disease surveillance which contributes to the incident response or is necessary to prevent outbreaks or significant rises in communicable disease going undetected
- 7) Responding to safety or quality concerns in primary care services

Actions to be undertaken at Level 5

Strategic Director (usually Public Health Wales Chief Executive)

See action card 1

Director of Public Health Services/Executive on Call

See action card 2

Incident Director (usually Director of Public Health Services/Executive on Call)

See action card 3

Director of Communications

See action card 8

Director of Planning and Performance

See action card 9

Regional Epidemiologist

See action card 6

Director, Microbiology Division

See action card 7

Director of Health Protection

See action card 4

Consultant in Communicable Disease Control/Consultant in Environmental Health Protection/Local Health Protection Team staff/On call professionals out of hours

See action card 5

Health Protection Team members in other parts of Wales if requested by Director of Health Protection:

See action card 13

Specialty Registrars (may be required to fill a number of roles as directed by the Incident Director)

See action cards 14, 14a, 14b and 14c

Director of Public Health of affected area(s)

See action card 11

Lead Consultant in Pharmaceutical Public Health

See action card 12

All Public Health Professionals (Public Health consultants, etc.) on the public health on call rota not covered above

See action card 15

Regional Business Manager

See action card 49

Admin Staff not in the Health Protection Division

See action card 50

Communicable Disease Surveillance Centre Staff and Health Protection Central Office Staff not otherwise described

May be required to support the emergency response.

All Routine work should be suspended (apart from that outlined above) until it is clear that they are not required for the emergency response.

Other communication Staff:

- Communications Officer
See action card 22
- Web Editor
See action card 23
- National Briefer
See action card 24
- National Spokesperson (English Language)
See action card 25
- National Spokesperson (Welsh Language)
See action card 26
- Local Spokesperson
See action card 27
- Opinion Leader Manager
See action card 28
- Media Monitor
See action card 29
- Communications Administrator
See action card 30
- Translator
See action card 31

Other Public Health Wales Staff

See action card 51

Action Card 1: Strategic Director

Role

- Responsible for the strategic direction and effective management of the Public Health Wales response to the incident.

Actions

1. Chair Public Health Wales Senior Response Team (if not available, appoint Chair. If unavailable to appoint Chair, the Director of Public Health Services (or the next available Deputy from the list below) will Chair by default).
2. Oversee the Public Health Wales response
3. Attend Emergency Coordinating Centre Wales if this has been called ensuring accompaniment by appropriate expert advisor as necessary.
4. Brief Welsh Government

Normally: Chief Executive Public Health Wales

Deputies: Other Executive Team members

**CONTACT NUMBER TO RING PUBLIC HEALTH WALES
NATIONAL COORDINATION AND ADVISORY CENTRE
AT LEVEL FOUR/FIVE:** Irrelevant & Sensitive **CONTACT**

EMAIL ADDRESS Co.Centre@wales.nhs.uk

Action Card 2: Director of Public Health Services (or Executive on Call if unavailable)

Role

- Oversee the initial response to the incident

Actions

1. Start individual log of actions
2. Discuss incident with Consultant in Communicable Disease/Consultant in Health Protection, Director of Health Protection, Regional Epidemiologist and make the decision on need for Public Health Wales Senior Response Team to be convened.
3. Convene (and if strategic director not available, chair) an urgent meeting/teleconference of the Public Health Wales Senior Response Team:
4. If required in a timescale before the Senior Response Team can meet, discuss:
 - i) Need to immediately mobilise any staff (if incident in North/West Wales)
 - ii) Need for immediate representation at Health Emergency Coordination Centre/Silver
 - iii) Need to immediately convene/chair Scientific and Technical Advice Cell
 - iv) Need for other immediate action
5. Delegate responsibilities for immediate actions a) to d) and ensure follow up documentation
6. Formally ensure the following individuals are informed:
 - i) Chief Executive
 - ii) Director of Planning and Performance
 - iii) Director of Communications
7. Formally inform Welsh Government (Chief Medical Officer through the Health Professionals Group and the Health Emergency Planning Adviser)
8. Attend Public Health Wales Senior Response Team meeting if not nominated Chair

9. The Director of Public Health Services will normally now assume the role of Incident Director (see Action Card 3).

Deputies: Director of Health Protection
 Director Communicable Disease Surveillance Centre Wales
 Regional Epidemiologist 1
 Regional Epidemiologist 2

CONTACT NUMBER TO RING PUBLIC HEALTH WALES NATIONAL COORDINATION AND ADVISORY CENTRE AT LEVEL FOUR/FIVE: Irrelevant & Sensitive

CONTACT EMAIL ADDRESS Co.Centre@wales.nhs.uk

Action Card 3: Incident Director

Role

- Ensure that health protection services, microbiology, the Communicable Disease Surveillance Centre and other Public Health Wales colleagues co-ordinate their response
- Oversee the delivery of agreed response
- Ensure that all appropriate action cards are assigned to the appropriate person

Normally: Director of Public Health Services

Deputies: Director of Health Protection
Director Communicable Disease Surveillance Centre Wales
Regional Epidemiologist 1
Regional Epidemiologist 2
Director of Planning and Performance

CONTACT NUMBER TO RING PUBLIC HEALTH WALES NATIONAL COORDINATION AND ADVISORY CENTRE AT LEVEL FOUR/FIVE: Irrelevant & Sensitive

CONTACT EMAIL ADDRESS Co.Centre@wales.nhs.uk

Action Card 4: Director of Health Protection

Role

- Oversee and support the Health Protection Team Response

Actions

1. Start individual log of actions
2. Discuss incident with Director of Public Health Services, Consultant in Communicable Disease Control, Regional Epidemiologist as available and make the decision on need for Public Health Wales Senior Response Team to be convened.
3. If required in a timescale before the Senior Response Team can meet, discuss:
 - i) Need to immediately mobilise any staff
 - ii) Need for immediate representation at Health Emergency Coordination Centre/Silver
 - iii) Need to immediately convene/chair Scientific and Technical Advice Cell
 - iv) Need for other immediate action
4. Attend Public Health Wales Senior Response Team meeting
5. Ensure that the Local Health Protection Team have the information, knowledge and resources to carry out an effective local public health response.
6. Move resources from other Health Protection Teams across Wales to support the response
7. Ensure co-ordination across multiple teams if more than one Local Health Protection Team is responding to a wide spread incident.
8. Flag up and detail at an early stage any wider Public Health Wales resources likely to be required.
9. Check that the on call rota is staffed and able to operate normally during the emergency.

10. If the National Coordination and Advisory Centre is set up at Level 4 and 5, oversee the professional functions of this centre.
11. Provide additional Consultant in Communicable Disease Control support to the Local Health Protection Team

Deputy: Any Consultant in Communicable Disease Control or Regional Epidemiologist not leading the local response who has been nominated by the Public Health Wales Senior Response Team and is not otherwise engaged in responding to the incident.

CONTACT NUMBER TO RING PUBLIC HEALTH WALES NATIONAL COORDINATION AND ADVISORY CENTRE AT LEVEL FOUR/FIVE: Irrelevant & Sensitive

CONTACT EMAIL ADDRESS Co.Centre@wales.nhs.uk

Action Card 5: Consultant in Communicable Disease Control /Consultant in Environmental Health Protection (oversees and co-ordinates initial actions below)/Local Health Protection Team staff/On call professionals out of hours

Local Health Protection Team

On call Team

The individual from the health protection team or on call team out of hours who takes the initial call will:

1. Take the call from Ambulance Control or other blue light services reporting a suspected major incident.
2. Clarify the status of the report (i.e. confirm whether or not a major incident has occurred, or whether major incident stand by).
3. Take contact details of informant.
4. Clarify details of the incident (what, where, when - use environmental health protection report form if appropriate to guide your questions).
5. Start an incident log.
6. Inform the local/on call Consultant in Communicable Disease Control/Consultant in Environmental Health Protection.

The Consultant in Communicable Disease Control/Consultant in Environmental Health Protection will ensure the remaining actions are carried out, delegating to on-call/health protection teams and other Public Health Wales staff as necessary.

7. Seek further information if the details of the incident are unclear or incomplete from one or more of the following:
 - i) Duty Ambulance Controller
 - ii) Police Incident Room
 - iii) Fire Service
 - iv) Other relevant body involved (e.g.: Local Authority)

(See contact details list for telephone numbers)

8. Document the contact names and telephone numbers of key people from the NHS and other organisations involved in managing the incident to facilitate communication.
9. Inform the Director of Public Health Services/Executive on call, and Director of Health Protection of the incident.
10. Discuss incident with Director of Public Health Services/Executive on call, Director of Health Protection, Regional Epidemiologist/consultant in Health Protection and make the decision on need for Public Health Wales Senior Response Team to be convened.
11. Inform the appropriate Director of Public Health (or their nominated deputy) of the incident.
12. If required in a timescale before the Senior Response Team can meet, discuss and action:
 - i) Need to immediately mobilise any staff (if incident in North/West Wales)
 - ii) Need for immediate representation at Strategic Coordinating Group/Health Emergency Coordination Centre/Silver
 - iii) Need to immediately convene Scientific and Technical Advice Cell
 - iv) Need for other immediate action e.g. convene Outbreak Control Team /immediate advice to be given
13. Undertake the actions that it was agreed would be carried out by the local Health Protection Team.
14. Ask the local Business Manager to provide urgent access to local Public Health Wales resource/facilities during the incident.
15. Establish liaison with, the Local Health Board, Ambulance Service, NHS Hospital Trusts, NHS Direct and Local Authority Environmental Health if not already done.
16. Inform primary care/out-of-hours services.
17. Inform neighbouring Health Protection Units in England if appropriate.
18. Maintain the incident log.
19. Attend the Public Health Wales Senior Response Team meeting

**CONTACT NUMBER TO RING PUBLIC HEALTH WALES
NATIONAL COORDINATION AND ADVISORY CENTRE
AT LEVEL FOUR/FIVE: Irrelevant & Sensitive**
CONTACT EMAIL ADDRESS Co.Centre@wales.nhs.uk

Action Card 6: Regional Epidemiologist

Role

- Provide specialist epidemiological advice
- Lead on immediate and follow-up surveillance
- Chair Scientific and Technical Advice Cell if requested by Chief Constable
- Conduit for information flow to and from Public Health England

Actions

1. Start individual log of actions
2. Discuss incident with Director of Public Health Services, Director of Health Protection, Consultant in Communicable Disease Control, and make the decision on need for Public Health Wales Senior Response Team to be convened.
3. Attend Public Health Wales Senior Response Team meeting
4. Provide specialist epidemiological advice on communicable disease issues as required
5. Lead on immediate and follow up surveillance
6. Inform Public Health England Regional Epidemiologists and other national and international scientific colleagues of the situation, seeking their advice as appropriate
7. If the Police Incident Commander requests, convene (supported by the Consultant in Communicable Disease Control initially) a Scientific and Technical Advice Cell.
8. If the Police Incident Commander requests, chair the Scientific and Technical Advice Cell initially until a more suitable Chair is appointed.
9. Ensure that as far as is feasible in the time available the Scientific and Tactical Advice Cell contains the appropriate mix of expertise from the relevant external organisations to be able to address the issues raised.
10. Identify missing expertise and make attempts to rectify these gaps within the timescale available, direct other Public Health Wales staff to find and summon the missing expertise identified.

11. If requested, provide the Police Incident Commander with a short summary of the Scientific and Technical Advice Cell agreed response to any public health question raised in an easily understood format on which action can be taken. The answer should summarise the best available evidence, highlighting the uncertainties and the unknowns.

**CONTACT NUMBER TO RING PUBLIC HEALTH WALES
NATIONAL COORDINATION AND ADVISORY CENTRE
AT LEVEL FOUR/FIVE:** Irrelevant & Sensitive
CONTACT EMAIL ADDRESS Co.Centre@wales.nhs.uk

Action Card 7: Director, Microbiology Division

Role

- Ensure that Public Health Wales Microbiology Services are in a position to respond to the incident or emergency.
- Agree actions required of Public Health Wales Microbiology Services and oversee the delivery of the Microbiological Services response.

Actions

1. Start individual log of actions following notification of incident or emergency
2. Communicate details of the incident with those elements of Microbiology Services which require urgent notification. Note: Communications may be required with NHS microbiology services to ensure a complete response.
3. Attend meetings/teleconference of the Public Health Wales Senior Response Team.
4. Formally ensure that the following individuals are informed:
 - i) nominated deputies
 - ii) lead consultant virologist, as relevant
 - iii) heads/directors of reference units in Wales, as relevant
 - iv) director of the Centres of Infection, Public Health England and/or individual reference laboratory heads within the Public Health England, as relevant

Normally: Director, Microbiology Division

Deputies: Nominated Consultant Microbiologist 1
Nominated Consultant Microbiologist 2

**CONTACT NUMBER TO RING PUBLIC HEALTH WALES
NATIONAL COORDINATION AND ADVISORY CENTRE
AT LEVEL FOUR/FIVE:** Irrelevant & Sensitive
CONTACT EMAIL ADDRESS Co.Centre@wales.nhs.uk

Action Card 8: Director of Communications

Role

- Lead, coordinate and oversee the Public Health Wales communications response.

Actions

1. Start individual log of actions
2. Suspend all non urgent work
3. Discuss the emergency with the Director of Public Health Services or Director of Health Protection to gain a basic understanding
4. Mobilise all members of the communications team formally and refer them to their action cards
5. Send special edition of e-bulletin to all staff alerting them to the emergency, informing them that the Public Health Wales has declared a major incident at Level 4 or 5 explaining why. The e-mail will direct staff to consult the Public Health Wales Emergency Operational Response Plan (This action is for Level 4 and 5 only)
6. Decide on the location of the communications team (at Cathedral Rd, in the Public Health Wales National Coordination and Advisory Centre or co-located with other partners)
7. Ensure that a staff rota is in place to respond to media enquiries and update the Public Health Wales websites covering extended hours if necessary
8. Ensure that a staff rota is in place to provide administrative support to the communications team
9. Attend the Public Health Wales Senior Response Team meeting
10. Clarify lead agency for communications in liaison with Public Health Wales Senior Response Team and other agencies
11. Liaise with the Incident Director and, if time allows, the Public Health Wales Senior Response Team to appoint the National Briefer, National

Spokespeople (English and Welsh languages) and the Local Spokesperson

12. Agree communication materials, including press statements, with the Incident Director

Normally: Director of Communications, Public Health Wales

Deputies: Communications Officer 1
Communications Officer 2
Communications Officer 3

**CONTACT NUMBER TO RING PUBLIC HEALTH WALES
NATIONAL COORDINATION AND ADVISORY CENTRE
AT LEVEL FOUR/FIVE:** Irrelevant & Sensitive
CONTACT EMAIL ADDRESS Co.Centre@wales.nhs.uk

Action Card 9: Director of Planning and Performance

Role

- Ensure mobilisation of sufficient resources within the Public Health Wales and wider public health family to address the operational management needs of the incident.
- Oversee and coordinate business continuity elements for the incident/outbreak management team
- Oversee and coordinate business continuity elements of other parts of the service affected by the mobilisation away from routine activity.

Actions

1. Start individual log of actions.
2. Receive notification of potential incident or emergency.
3. Attend meetings/teleconference of the Public Health Wales Senior Response Team.
4. Identify immediate and continuing needs in response to the operational requirements of managing the incident.
5. Formally ensure members of Directorate team are notified of the incident or advised of their change requirements during the incident.

Normally: Director of Planning and Performance

Deputies: Corporate Support Manager
Planning and Performance Manager

**CONTACT NUMBER TO RING PUBLIC HEALTH WALES
NATIONAL COORDINATION AND ADVISORY CENTRE
AT LEVEL FOUR/FIVE:** Irrelevant & Sensitive
CONTACT EMAIL ADDRESS Co.Centre@wales.nhs.uk

Action Card 10: Public Health Wales Representative at Strategic Coordinating Group

Role

- Provide a public health presence at the Strategic Coordinating Group to ensure public health advice available at a strategic level in order to provide an appropriate and timely Public Health response.
- Ensure Public Health Wales public health response is understood by Strategic Coordinating Group and aligned with the multi-agency response
- To feedback and developments and information from the Strategic Coordinating Group to Public Health Wales (see action 4)

Actions

1. Take details of incident and where Strategic Coordinating Group meeting will be held from Consultant in Communicable Disease Control.
2. Identify and brief a Specialty Registrar Communicator (or two)
3. Attend Strategic Coordinating Group meeting with Specialty Registrar Communicator(s).
4. Seek further public health advice from Senior Response Team as appropriate to answer Strategic Coordinating Group issues. Feedback Strategic Coordinating Group decisions made and issues under consideration to the Public Health Wales Senior Response Team members to ensure a co-ordinated emergency response.
5. Attend Public Health Wales Senior Response Team meeting if not required at Strategic Coordinating Group. If unavailable, ensure that information provided for this meeting from Strategic Coordinating Group via the Specialty Registrar Communicator.

CONTACT NUMBER TO RING PUBLIC HEALTH WALES NATIONAL COORDINATION AND ADVISORY CENTRE AT LEVEL FOUR/FIVE: Irrelevant & Sensitive

CONTACT EMAIL ADDRESS Co.Centre@wales.nhs.uk

Action Card 11: Director of Public Health of affected area(s)*

Role

- Provide public health liaison between Public Health Wales and Health Board and support the public health acute response

Actions

1. Will inform executive team of the Health Board
2. Will attend the Public Health Wales Senior Response Team meetings
3. Will liaise between the Health Board and Public Health Wales
4. Will attend the Strategic Coordinating Group if required to provide local/general public health advice and support
5. Will provide local Public Health Team staff as needed to support response directly under direction of the local Consultant in Communicable Disease Control
6. Will facilitate the mobilisation of Health Board resources as necessary to support response (e.g. nurses for urgent vaccination)

***Or nominated deputy with delegated authority from the Director of Public Health**

**CONTACT NUMBER TO RING PUBLIC HEALTH WALES
NATIONAL COORDINATION AND ADVISORY CENTRE
AT LEVEL FOUR/FIVE: Irrelevant & Sensitive
CONTACT EMAIL ADDRESS Co.Centre@wales.nhs.uk**

Action Card 12: Lead Consultant in Pharmaceutical Public Health

Role

- To support the public health response through advising on pharmaceutical issues

Actions

1. Will attend the Public Health Wales Senior Response Team meetings.
2. May be required to liaise with Welsh Government, Health Board(s), Department of Health, NHS England and Public Health England on Pharmaceutical Public Health matters.
3. Will lead the efforts of the Public Health Wales Pharmaceutical Public Health team to provide specialist pharmaceutical advice (or to identify where to obtain this) to the Scientific and Technical Advice Cell, the National Coordination and Advisory Centre, the local Consultants in Communicable Disease Control or the Senior Response Teams or others.
4. Will lead the Pharmaceutical Public Health team to support the emergency response as necessary.

Non essential routine work should be suspended until it is clear that an individual is not needed to support the emergency response. **Deputies:** Consultants in Pharmaceutical Public Health

Note:

In the event that the team lead consultant in pharmaceutical public health does not also hold the emergency planning portfolio for pharmaceutical public health, the lead consultant role as described above, may be delegated by the team lead to the emergency planning lead, for the duration of the emergency response

CONTACT NUMBER TO RING PUBLIC HEALTH WALES NATIONAL COORDINATION ADVISORY CENTRE AT LEVEL FOUR/FIVE: Irrelevant & Sensitive
CONTACT EMAIL ADDRESS Co.Centre@wales.nhs.uk

Action Card 13: Health Protection Team members in other parts of Wales if requested by Director of Health Protection

Role

- To support the Local Public Health Team in any way required

Actions

1. Will provide team members to support the local team in responding to incident.
2. Will support by taking routine calls from the affected area
3. Will ensure that their own office can still maintain a health protection service for the usual urgent health protection issues.
4. Will ensure all non urgent work will be suspended.

CONTACT NUMBER TO RING PUBLIC HEALTH WALES SENIOR RESPONSE TEAM AT LEVEL FOUR/FIVE:

Irrelevant & Sensitive

Irrelevant & Sensitive

CONTACT EMAIL ADDRESS Co.Centre@wales.nhs.uk

Action Card 14: Specialty Registrars

Role

- To act as first line surge capacity to support the acute response to the incident. This may be in several different roles. See action cards 14a, 14b and 14c.

Actions

- Will primarily be required to support the incident response under direction of the local Consultant in Communicable Disease Control responding to the incident. On being told of a Level 3 event or above, Specialty Registrars will indicate their availability including location and mobility to the Incident Director and await further instructions.
- All routine work should be suspended.
- One or more Specialty Registrars may be required to:
 - Attend Health Emergency Coordinating Centre
 - Cover local Health Protection Team offices as Specialty Registrars-Consultants in Communicable Disease Control (see action card 14c) to respond to routine urgent health protection issues to free up the Health Protection Team staff to respond to the incident
 - Support Public Health Wales attendees at the Strategic Coordinating Group (see action card 14b)
 - Support the Strategic Director or Incident Director (see action card 14a)
 - Support Public Health Wales attendees at Health Emergency Coordinating Centre

They will be instructed in these tasks specifically when they are allocated

**CONTACT NUMBER TO RING PUBLIC HEALTH WALES
NATIONAL ADVISORY COORDINATION CENTRE AT
LEVEL FOUR/FIVE:** Irrelevant & Sensitive
CONTACT EMAIL ADDRESS Co.Centre@wales.nhs.uk

Action Card 14a: Support for Strategic/Incident Director

Role

- Responsible for ensuring the Strategic/Incident Director is kept fully informed by acting as a conduit for information from and to the Strategic Director.

Actions

1. All routine work is suspended
2. Start an individual log of action
3. Attend where requested by the Strategic/Incident Director
4. Communicate information to those you are requested to by the Strategic/Incident Director
5. Find out information requested by the Strategic/Incident Director from appropriate channels
6. Ensure that the Strategic/Incident Director is kept up to date with the situation
7. Attend any meetings requested to inform the Strategic/Incident Director or to communicate response from the Strategic/Incident Director

Normally: Specialty Registrar in Public Health

**CONTACT NUMBER TO RING PUBLIC HEALTH WALES
SENIOR RESPONSE TEAM AT LEVEL FOUR/FIVE**

Irrelevant & Sensitive

Irrelevant & Sensitive

CONTACT EMAIL ADDRESS Co.Centre@wales.nhs.uk

Action Card 14b: Runner for SCG/silver/ECCW/HECC/STAC representative

Role

- Responsible for ensuring the SCG/silver/ECCW/HECC/STAC representative is kept fully informed by acting as a conduit for information to and from the representative.

Actions

- All routine work is suspended
- Start an individual log of actions
- Attend where requested by the Incident Director
- Ascertain how Public Health Wales is centrally co-ordinating the current incident (e.g. if NCAC/SRT has been established) and obtain contact details for the coordinator

Before arrival at venue:

- Ensure that you have the following:
 - Your Public Health Wales ID badge
 - a Public Health Wales mobile phone (and charger)
 - a Public Health Wales laptop (and power cable)
 - a secure ID token (to dial in remotely to the Public Health Wales network)
 - the current Public Health Wales emergency telephone directory
 - the current Public Health Wales emergency response plan and any other plans as necessary

On arrival at venue:

- Obtain any necessary fobs for in-venue access
- Establish communication links, to include:
 - Remote access to Public Health Wales network

- b. Access to the host computer network (necessary to receive internal communication and to access printers). NB you will need a username and password from host organisation. Seek advice from the venue admin coordinator (for example, in SCG this is usually a member of police staff)
 - c. Access to printers. Check printer numbers and location
 - d. Telephone communications; identify the number at the desk and the method for obtaining an outside line and check mobile connectivity
8. Determine times and teleconference details for any relevant meetings at the venue and also in other groups (e.g. SCG).
 9. Call Public Health Wales central coordinator (as identified in point four) to inform them as soon as possible of:
 - i. which venue you are stationed at
 - ii. which representative(s) you are supporting
 - iii. your telephone and email contact details
 - iv. details of relevant meetings
 10. Obtain a list of telephone and email contact details for all other groups (e.g. SCG) from Public Health Wales central coordinator

Ongoing duties:

11. In liaison with the Public Health Wales representative, agree a schedule for communication to other groups (e.g. SRT)
12. Communicate information to those you are requested to by the SCG/silver representative
13. Find out information requested by the SCG/silver/ECCW/HECC/STAC representative from appropriate channels
14. Ensure that the SCG/silver/ECCW/HECC/STAC representative is kept up to date with the situation
15. Attend any meetings requested to inform the SCG/silver/ECCW/HECC/STAC representative or to communicate response from the SCG/silver/ECCW/HECC/STAC representative

Normally: Specialty Registrar in Public Health

**CONTACT NUMBER TO RING PUBLIC HEALTH WALES
SRT AT LEVEL FOUR/FIVE:** Irrelevant & Sensitive

Action Card 14c: Acting Consultant in Communicable Disease Control

Role

- Responsible for ensuring that urgent health protection matters not related to the major incident are dealt with.

Actions

1. All routine work is suspended
2. Start an individual log of action
3. Attend which Health Protection Team requested to
4. Receive health protection queries and priorities these:
 - i) Refer any health protection queries relating to major incident to appropriate team
 - ii) Action any urgent public health protection matters
 - iii) Record but not action any non-urgent health protection matters

This would be similar to action taken when on-call.

Normally: Specialty Registrar in Public Health who is on the on-call rota

**CONTACT NUMBER TO RING PUBLIC HEALTH WALES
NATIONAL COORDINATION ADVISORY CENTRE AT
LEVEL FOUR/FIVE:** Irrelevant & Sensitive
CONTACT EMAIL ADDRESS Co.Centre@wales.nhs.uk

Action Card 15: All Public Health Professionals on the public health on call rota not covered above

NB: The public health professionals on the on call rota are a scarce and highly trained resource that are generally deployed in their professional capacity to support the health protection response. Such individuals may be required to represent Public Health Wales in decision making multi-agency groups or deploy their professional skills in responding to the situation, ensuring that all their actions are co-ordinated centrally.

Role

- To support the health protection response in their professional capacity

Actions

1. On being informed of a Public Health Wales Level 4 or Level 5 incident (a Public Health Wales Major Incident), public health professionals will indicate their availability, using the contact number listed below, including location and mobility to the Incident Director. S/he will then determine deployment as necessary. For a Level 3 incident, please await requests for assistance if needed.
2. Routine work should be suspended temporarily until it is clear that an individual is not needed to support the emergency response.
3. Public Health Professionals may be required to:
 - i) Deputise for the Director of Public Health (i.e. attend Strategic Coordinating Group as the Public Health Wales representative, or take on the DPH role whilst he/she attends Strategic Coordinating Group)
 - ii) Attend Health Emergency Coordinating Centre as the Public Health Wales representative
 - iii) Work with local Health Protection Team offices to support the response to urgent health protection issues.
 - iv) Facilitate the Health Board operational response to the public health aspect of the incident

CONTACT NUMBER TO RING PUBLIC HEALTH WALES NATIONAL COORDINATION ADVISORY CENTRE AT LEVEL FOUR/FIVE: Irrelevant & Sensitive

CONTACT EMAIL ADDRESS Co.Centre@wales.nhs.uk

Action Card 16: Health Protection Nurse

Role

- To support the Health Protection Team response to an acute incident

Actions

The individual from the health protection team or on call team out of hours who takes the initial call will:

1. Take the call from Ambulance Control or other blue light services reporting a suspected major incident
2. Clarify the status of the report (i.e.: confirm whether or not a major incident has occurred, or whether major incident stand by)
3. Take contact details of informant
4. Clarify details of the incident (what, where, when - use Environmental Health Protection report form if appropriate /available to guide your questions)
5. Start an incident log
6. Inform the local/on call Consultant in Communicable Disease Control
7. Undertake any urgent task as directed by Consultant in Communicable Disease Control co-ordinating the Public Health response
8. Ensure continuity of immediate health protection response to notifiable diseases by:
 1. Maintaining the health protection nurse response to all urgent notifications of infectious diseases
 2. Providing support/advice to other Public Health staff who may be asked to temporarily fulfil this role
 3. Provide existing standard operating procedures to facilitate appropriate follow up
9. Initiate communication with organisations which may routinely be reliant on health protection team for support and inform them that a temporary suspension of non-urgent work is in place

10. Ensure communication with all on-call colleagues is maintained by providing usual on-call updates via Groupware
11. Ensure telephone is connected to answer-phone at the end of the day so any further queries are followed up by Public Health on-call.
12. All Health Protection Nurses not required for maintenance of usual service should report to the Consultant in Communicable Disease Control for support of ongoing incident.

**CONTACT NUMBER TO RING PUBLIC HEALTH WALES
NATIONAL COORDINATION ADVISORY CENTRE AT
LEVEL FOUR/FIVE:** Irrelevant & Sensitive
CONTACT EMAIL ADDRESS Co.Centre@wales.nhs.uk

Action Card 17: Health Protection Administrator

Role

- To provide administrative support to the Health Protection Team staff responding to the acute incident

Actions

Will be required to support the emergency response as necessary. In particular the following will be required:

1. Finding information and contact details for relevant other parties, and passing on as requested
2. Cancelling HPT staff appointments and screening non-urgent routine telephone enquiries
3. Taking teleconference/OCT minutes if needed
4. Faxing and/or e-mailing as requested, including the creation and sharing of distribution lists
5. Creating files and organising records
6. Photocopying, printing and distribution of relevant documentation
7. Appropriate destruction or retention of confidential materials
8. Referring of all media related queries to Communications Team
9. Ordering food
10. Arranging transportation via rail or taxi for staff

Deputies: Public Health Wales administrators

**CONTACT NUMBER TO RING PUBLIC HEALTH WALES
NATIONAL COORDINATION ADVISORY CENTRE AT
LEVEL FOUR/FIVE:** Irrelevant & Sensitive
CONTACT EMAIL ADDRESS Co.Centre@wales.nhs.uk

Action Card 18: Central HP Log Support Officers

Role

- To ensure that a log of all queries is maintained and circulated

Actions

Will be required to support the emergency response as necessary. In particular the following will be required:

1. Making active efforts to retrieve queries and responses
2. Entering onto agreed database
3. Circulating log at regular intervals

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NATIONAL COORDINATION ADVISORY CENTRE AT
LEVEL FOUR/FIVE** Irrelevant & Sensitive
CONTACT EMAIL ADDRESS Co.Centre@wales.nhs.uk

Action Card 19: HP Log Support Officer

Role

- To ensure that a log of all queries is maintained and circulated

Actions

Will be required to support the emergency response in the local HPT as necessary. In particular the following will be required:

1. Making active efforts to retrieve all queries and responses
2. Entering same onto agreed database
3. Circulating log at regular intervals

**CONTACT NUMBER TO RING PUBLIC HEALTH WALES
NATIONAL COORDINATION ADVISORY CENTRE AT
LEVEL FOUR/FIVE:** Irrelevant & Sensitive
CONTACT EMAIL ADDRESS Co.Centre@wales.nhs.uk

Action Card 20: Guidelines authors/editors

Role

- To validate and approve all advisory material produced for external audiences.

Actions

1. To check that all material/guidelines produced during an incident that gives public health advice is consistent with other material produced and is suitable to be released.

Normally: Nominated Consultant in Communicable Disease Control or Public Health Nurse or Specialty Registrar

**CONTACT NUMBER TO RING PUBLIC HEALTH WALES
NATIONAL COORDINATION ADVISORY CENTRE AT
LEVEL FOUR/FIVE:** Irrelevant & Sensitive
CONTACT EMAIL ADDRESS Co.Centre@wales.nhs.uk

Action Card 21: Strategic Director Administrator

Role

- Provide secretarial support to the Strategic Director, Public Health Wales

Actions

1. Suspend all non urgent work
2. Create log of actions required for Strategic Director
3. Receive and make calls on behalf of the Strategic Director, passing on messages to other key individuals
4. Arrange meetings for Strategic Director
5. Take minutes of the Public Health Wales Senior Response Team meetings
6. Maintain correspondence files relating to all communication regarding the incident
7. Liaise with other administrators with regard to updating key contacts list
8. Ensure communication lines are open either by telephone or email
9. Support other administrators with room bookings, ordering supplies etc.

Normally: Personal Assistant to Chief Executive, Public Health Wales

Deputies: Other PAs in HQ

**CONTACT NUMBER TO RING PUBLIC HEALTH WALES
NATIONAL COORDINATION ADVISORY CENTRE AT
LEVEL FOUR/FIVE:** Irrelevant & Sensitive
CONTACT EMAIL ADDRESS Co.Centre@wales.nhs.uk

Action Card 22: Communications Officer

Role

- Provide communications materials for use directly with staff, the public, other agencies and the media
- Ensure a timely and consistent communications response to media enquiries
- Liaise with communications teams in other agencies on the communications response

Actions

1. Start individual log of actions
2. Suspend all non urgent work (for Level 4s and 5)
3. Build databases of key contact details for Public Health Wales Senior Response Team members, other partner agency contacts and communications officers and public officials and representatives of the affected area with an interest in the emergency
4. Check accuracy of list of Public Health Wales media contacts for the affected area
5. Prepare core communications material relating to the emergency e.g. facts sheets, question and answer briefings
6. Draft press releases and statements
7. Liaise with NHS Direct Wales on communications material for it to use, if appropriate
8. Work with the media proactively to ensure media coverage is fair and accurate and presents public health advice clearly
9. Manage the Public Health Wales response to media enquiries
10. Liaise with National Spokespersons and Local Spokesperson in setting up broadcast interviews

11. Arrange media briefings and press conferences as appropriate
12. Prepare briefing material for partners, politicians and other public representatives

Normally: Communications Officers 1 and 2

Deputies: Communications Officer (1000 Lives Campaign)
Communications Executive (Wales Centre for Health)

**CONTACT NUMBER TO RING PUBLIC HEALTH WALES
NATIONAL COORDINATION ADVISORY CENTRE AT
LEVEL FOUR/FIVE:** Irrelevant & Sensitive
CONTACT EMAIL ADDRESS Co.Centre@wales.nhs.uk

Action Card 23: Web Editor

Role

- Ensure the Public Health Wales websites contain up to date advice and information for staff, partners and the public

Actions

1. Start individual log of actions
2. Suspend all non urgent work (for Levels 4 and 5)
3. Check the Public Health Wales websites (internet and intranet) contain up to date core communications information relevant to the emergency
4. Update the websites with new information and advice for the public as it becomes available
5. Liaise with web editors of other partner websites to ensure appropriate links are in place

Normally: Public Health Wales Scientific Web Editor

Deputies: Library and Knowledge Management Service Team Leader
Information Manager

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LEVEL FOUR/FIVE:** Irrelevant & Sensitive
CONTACT EMAIL ADDRESS Co.Centre@wales.nhs.uk

Action Card 24: National Briefer

Role (part time)

- Brief politicians and key public representatives on the incident as appropriate

Actions

1. Meet with or speak to politicians and key public representatives to brief them on the incident and the public health response to it
2. Brief the Public Health Wales Senior Response Team and partner agencies on the outcomes of such meetings and conversations

Normally: Strategic Director

Deputies: Director of Health Protection
Regional Epidemiologist

**CONTACT NUMBER TO RING PUBLIC HEALTH WALES
NATIONAL COORDINATION ADVISORY CENTRE AT
LEVEL FOUR/FIVE:** Irrelevant & Sensitive
CONTACT EMAIL ADDRESS Co.Centre@wales.nhs.uk

Action Card 25: National Spokesperson (English language)

Role

- Conduct broadcast and press interviews in the English language to explain the incident, the public health response and public health advice

Actions

1. Liaise with the Director of Communications and the Communications Officers in relation to accepting bids for interview, the scope of the interviews and the public health advice to communicate
2. Carry out interviews as agreed
3. Debrief the communications team after interviews

Normally: Director of Health Protection
Regional Epidemiologist 1

Deputies: Regional Epidemiologist 2
Consultant in Communicable Disease Control

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NATIONAL COORDINATION ADVISORY CENTRE AT
LEVEL FOUR/FIVE:** Irrelevant & Sensitive
CONTACT EMAIL ADDRESS Co.Centre@wales.nhs.uk

Action Card 26: National Spokesperson (Welsh Language)

Role

- Conduct broadcast and press interviews in the Welsh language to explain the incident, the public health response and public health advice

Actions

1. Liaise with the Director of Communications and the Communications Officers in relation to accepting bids for interview, the scope of the interviews and the public health advice to communicate
2. Carry out interviews as agreed
3. Debrief the communications team after interviews

Normally: Regional Epidemiologist

Deputies: Director, Vaccine Preventable Disease Programme
Director, Welsh Healthcare Associated Infections Programme

**CONTACT NUMBER TO RING PUBLIC HEALTH WALES
NATIONAL COORDINATION ADVISORY CENTRE AT
LEVEL FOUR/FIVE:** Irrelevant & Sensitive
CONTACT EMAIL ADDRESS Co.Centre@wales.nhs.uk

Action Card 27: Local Spokesperson

Role

- Conduct broadcast and press interviews in the local media to explain the incident, the public health response and public health advice

Actions

1. Liaise with the Director of Communications and the Communications Officers in relation to accepting bids for interview, the scope of the interviews and the public health advice to communicate
2. Carry out interviews as agreed
3. Debrief the communications team after interviews

Normally: Local Consultant in Communicable Disease Control

Deputies: DPH for the affected area

**CONTACT NUMBER TO RING PUBLIC HEALTH WALES
NATIONAL COORDINATION ADVISORY CENTRE AT
LEVEL FOUR/FIVE:** Irrelevant & Sensitive
CONTACT EMAIL ADDRESS Co.Centre@wales.nhs.uk

Action Card 28: Opinion Leader Manager

Role

- For Levels 4 and 5 only
- Coordinate and manage the provision of public health advice to politicians and other public representatives

Actions

1. Start individual log of actions
2. Suspend all non urgent work
3. Liaise with the Strategic Director, the Incident Director, the communications team and the Media Monitor in identifying correspondence and comments which need a response
4. Draft letters and e-mails responding to correspondence and comments made about the incident
5. Liaise with and support the National Briefer for meetings and telephone conversations with politicians and other public representatives

Normally: Communications Officer

Deputies: Specialty Registrars
Public Health Principals

**CONTACT NUMBER TO RING PUBLIC HEALTH WALES
NATIONAL COORDINATION ADVISORY CENTRE AT
LEVEL FOUR/FIVE:** Irrelevant & Sensitive
CONTACT EMAIL ADDRESS Co.Centre@wales.nhs.uk

Action Card 29: Media Monitor

Role

- For Levels 4 and 5 only
- Monitor media coverage to assess clarity of public health advice and to identify issues which need correcting or addressing

Actions

1. Start individual log of actions
2. Suspend all non urgent work
3. Monitor and track daily and weekly newspaper coverage relating to the incident
4. Monitor and track daily television and key radio broadcast coverage relating to the incident
5. Identify issues or incorrect information which needs correcting
6. Liaise with the Translator on Welsh language media coverage
7. Identify people who are commenting directly on the incident
8. Present daily (at least) reports on media coverage for the Opinion Leader Manager and the communications team

Normally: Member of Library and Knowledge Management Service

Deputies: Public Health Practitioners (TBA)

**CONTACT NUMBER TO RING PUBLIC HEALTH WALES
NATIONAL COORDINATION ADVISORY CENTRE AT
LEVEL FOUR/FIVE** Irrelevant & Sensitive
CONTACT EMAIL ADDRESS Co.Centre@wales.nhs.uk

Action Card 30: Communications Administrator

Role

- Provide administrative support to the communications team

Actions

1. Start individual log of actions
2. Suspend all non urgent work (for Levels 4 and 5)
3. Take calls and pass on messages to the communications team
4. Maintain the database of key contacts for the incident
5. E-mail and post briefings and press releases to contacts as appropriate
6. Ensure there are adequate stocks of stationery and computer supplies
7. Book rooms and make arrangements for facilities for media briefings and press conferences as appropriate
8. Check mobile phone coverage for locations where communications officers may be based and ensure they have adequate telecommunications equipment
9. Order food and other provisions as needed
10. Maintain files and records of correspondence, e-mails and other documents relating to the incident

Normally: Personal Assistant to Director of Communications

Deputies: Other PAs in HQ

**CONTACT NUMBER TO RING PUBLIC HEALTH WALES
NATIONAL COORDINATION ADVISORY CENTRE AT
LEVEL FOUR/FIVE:** Irrelevant & Sensitive
CONTACT EMAIL ADDRESS Co.Centre@wales.nhs.uk

Action Card 31: Translator

Role

- Ensure public communications material is available in the Welsh language in a timely fashion

Actions

1. Start individual log of actions
2. Suspend all non urgent work (for Levels 4 and 5)
3. Advise on the Welsh language terminology appropriate for public health advice and key messages
4. Translate, or arrange for the translation of, public communications material (press releases, web pages, letters etc)
5. Support the Media Monitor with monitoring and tracking Welsh language media coverage
6. Quality assure communications material in the Welsh language to ensure consistency

Normally: Welsh Language Specialist

Deputies: Welsh Language Translator

**CONTACT NUMBER TO RING PUBLIC HEALTH WALES
NATIONAL COORDINATION ADVISORY CENTRE AT
LEVEL FOUR/FIVE:** Irrelevant & Sensitive
CONTACT EMAIL ADDRESS Co.Centre@wales.nhs.uk

Action Card 32: Director Communicable Disease Surveillance Centre (pandemic flu only)

Role

- Assure the surveillance of Influenza undertaken by Communicable Disease Surveillance Centre is maintained
- Assure the receipt of information from other organisations who collect data relevant to a flu pandemic is undertaken/maintained
- Support and advise on investigation of significant localised incidents of pandemic flu in Wales
- Advice on management and policy in respect of pandemic influenza

Actions

1. Manage/deploy team of a scientists and information officers at Communicable Disease Surveillance Centre
2. Liaise with Health Protection Teams and deploy Communicable Disease Surveillance Centre resources for local investigations and undertake field epidemiology where appropriate
3. Represent Public Health Wales at such meetings as may be appropriate (Emergency Coordination Centre Wales , Scientific and Technical Advice Cell, teleconferences with Public Health England etc) including helping with the drafting of policy and other advisory documents as appropriate
4. Act as Regional Epidemiologist (see card 6) as appropriate

Deputies: Regional Epidemiologists

**CONTACT NUMBER TO RING PUBLIC HEALTH WALES
NATIONAL COORDINATION ADVISORY CENTRE AT
LEVEL FOUR/FIVE** Irrelevant & Sensitive
CONTACT EMAIL ADDRESS Co.Centre@wales.nhs.uk

Action Card 33: Scientists (pandemic flu only)

Role

- Assure the surveillance of Influenza undertaken by Communicable Disease Surveillance Centre is maintained
- Assure the receipt of information from other organizations who collect data relevant to a flu pandemic is undertaken/maintained
- Support and advise Director Communicable Disease Surveillance Centre and Regional Epidemiologists on investigation of significant localized incidents of pandemic flu in Wales
- Advice on management and policy in respect of pandemic influenza

Actions

1. Undertake or arrange for those working to you to undertake surveillance (data collection, analysis, feedback of information) of influenza (GP Surveillance, Laboratory Reports)
2. Receive or arrange for those working to you to receive relevant information from other agencies (Public Health England, NHS Direct, QFlu, FluLine, Situation Reports, etc.)
3. Undertake local field epidemiology investigations, as instructed by Director, RE.
4. Synthesize information for drafting of policy and other advisory documents as well as for feedback directly by the Public Health Wales via its website or other appropriate channels.

Normally: Other HPT scientists

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NATIONAL COORDINATION ADVISORY CENTRE AT
LEVEL FOUR/FIVE:** Irrelevant & Sensitive
CONTACT EMAIL ADDRESS Co.Centre@wales.nhs.uk

Action Card 34: Information Officers (pandemic flu only)

Role

- Assure the surveillance of Influenza undertaken by Communicable Disease Surveillance Centre is maintained
- 1. Assure the receipt of information from other organizations who collect data relevant to a flu pandemic is undertaken/maintained

Actions

1. Undertake surveillance (data collection, analysis, feedback of information) of influenza (GP Surveillance, Laboratory Reports)
2. Receive relevant information from other agencies (Public Health England, NHS Direct, QFlu, FluLine, Situation Reports, etc)
3. Synthesize information for drafting of policy and other advisory documents as well as for feedback directly by the Public Health Wales via its website or other appropriate channels.

Normally: Other Public Health Wales staff qualified to undertake the roles

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NATIONAL COORDINATION ADVISORY CENTRE AT
LEVEL FOUR/FIVE:** Irrelevant & Sensitive
CONTACT EMAIL ADDRESS Co.Centre@wales.nhs.uk

Action Card 35: Scientific Web Editor (pandemic flu)

Role

- Assure the surveillance of Influenza undertaken by Communicable Disease Surveillance Centre is maintained by maintaining the feedback of information via the Public Health Wales website

Actions

1. Synthesize information for feedback directly by the Public Health Wales via its website or other appropriate channels
2. Liaise with Public Health Wales Communications
3. Support analytical and feedback components of surveillance, as directed by line managers or as otherwise appropriate.

Normally: Other scientific web editor

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NATIONAL COORDINATION ADVISORY CENTRE AT
LEVEL FOUR/FIVE:** Irrelevant & Sensitive
CONTACT EMAIL ADDRESS Co.Centre@wales.nhs.uk

Action Card 36: Communicable Disease Surveillance Centre Administrator

Role

- Assure the functions of Communicable Disease Surveillance Centre are maintained

Actions

1. Support the Director or his deputy in the deployment of the team of scientists and information officers at Communicable Disease Surveillance Centre
2. Liaise with HPUs and assist with organizing any deployment of Communicable Disease Surveillance Centre resources for local investigations
3. Help maintain communication within Communicable Disease Surveillance Centre and with relevant other agencies (organizing teleconferences, scheduling meetings, keeping records as requested)
4. Continue the administrative function in Communicable Disease Surveillance Centre

Deputy: Other Public Health Wales administrator

**CONTACT NUMBER TO RING PUBLIC HEALTH WALES
NATIONAL COORDINATION ADVISORY CENTRE AT
LEVEL FOUR/FIVE:** Irrelevant & Sensitive
CONTACT EMAIL ADDRESS Co.Centre@wales.nhs.uk

Action Card 37: Director Senior Public Health Advisor (Pandemic Flu)

Role

- Advice on management and policy in respect of pandemic influenza
- Support and advise on investigation of significant localized incidents of pandemic flu in Wales

Actions

1. Relocate to Communicable Disease Surveillance Centre or such other venue as directed by Director Communicable Disease Surveillance Centre or his deputy
2. Support or undertake local field epidemiology investigations, as instructed by Director, RE
3. Represent Public Health Wales at such meetings as may be appropriate (Emergency Coordination Centre Wales , Scientific and Technical Advice Cell, teleconferences with Public Health England etc)
4. Drafting of policy and other advisory documents as appropriate including material for the news media and for the Public Health Wales website

**CONTACT NUMBER TO RING PUBLIC HEALTH WALES
NATIONAL COORDINATION ADVISORY CENTRE AT
LEVEL FOUR/FIVE** Irrelevant & Sensitive
CONTACT EMAIL ADDRESS Co.Centre@wales.nhs.uk

Action Card 38: Consultant in Pharmaceutical Public Health

Role

- Support the pharmaceutical public health response
1. Will support the lead consultant in pharmaceutical public health role as required (see action card 12)

Will deputise for the lead consultant in pharmaceutical public health

2. Non essential routine work should be suspended until it is clear that an individual is not needed to support the emergency response

Deputies:

**CONTACT NUMBER TO RING PUBLIC HEALTH WALES
NATIONAL COORDINATION ADVISORY CENTRE AT
LEVEL FOUR/FIVE:** Irrelevant & Sensitive
CONTACT EMAIL ADDRESS Co.Centre@wales.nhs.uk

Action Card 39: Principal Public Health Pharmacists

Role

- Support the pharmaceutical public health response
- Will support the Consultants in Pharmaceutical Public Health as required
- May be required to liaise with Health Boards and across the Public Health system in Wales on Pharmaceutical Public Health issues
- Will provide specialist pharmaceutical advice (or identify where to obtain this) as requested by the Consultants in Pharmaceutical Public Health, including relevant prescribing and dispensing information
- Non essential routine work should be suspended until it is clear that an individual is not needed to support the emergency response

**CONTACT NUMBER TO RING PUBLIC HEALTH WALES
NATIONAL COORDINATION ADVISORY CENTRE AT
LEVEL FOUR/FIVE:** Irrelevant & Sensitive
CONTACT EMAIL ADDRESS Co.Centre@wales.nhs.uk

Action Card 40: Pharmaceutical Public Health

Role

- Administrative support
- Will support members of the Pharmaceutical Public Health team as required
- Maintain 'log of actions' of team
- Support messaging service and ensure good communications between all team members
- Maintain databases:
 - Key contacts
 - Records of correspondence
- Non essential routine work should be suspended until it is clear that an individual is not needed to support the emergency response

**CONTACT NUMBER TO RING PUBLIC HEALTH WALES
NATIONAL COORDINATION ADVISORY CENTRE AT
LEVEL FOUR/FIVE:** Irrelevant & Sensitive
CONTACT EMAIL ADDRESS Co.Centre@wales.nhs.uk

Action Card 41: Infection Control Lead (Welsh Healthcare Associated Infection Programme)

Role

- Provide Expert advice to the NHS in Wales, Infection Control Teams and Welsh Government on issues relating to infection control measures for pandemic flu control within hospitals.
- Maintain links with the Infection Control teams and Microbiologists across Wales.
- In collaboration with Microbiology Services and Communicable Disease Surveillance Centre and with support from Welsh Healthcare Associated Infection Programme scientific staff to assess the data available regarding influenza cases and secondary infections and to interpret that data for the NHS service in Wales in the context of supporting infection control activity locally.

Actions

1. Provide advice as requested to the NHS Trusts (Health Boards) in Wales, Infection Control teams, Welsh Government
2. Start individual log of actions / advice given following notification of the onset of Pandemic Influenza.
3. Assess data available.
4. Plan work in relation to numbers of staff available to the Welsh Healthcare Associated Infection Programme team.
5. Set up communications with the Infection Control Teams and Microbiologists across Wales
6. Liaise with Infection Control Leads for Public Health England and Health Protection Scotland.
7. Attend meetings/teleconference of the Public Health Wales Health Advisory team (Pandemic Flu co-ordination group Public Health Wales).
8. Formally ensure that the nominated deputies are informed:

Normally: Director Welsh Healthcare Associated Infection Programme

Deputies: Nurse Consultant Welsh Healthcare Associated Infection Programme

Public Health Wales	The Public Health Wales Emergency Response Plan
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Medical Microbiologist with Welsh Healthcare Associated Infection Programme sessions
Lead Nurse Welsh Healthcare Associated Infection Programme

CONTACT NUMBER TO RING PUBLIC HEALTH WALES NATIONAL COORDINATION ADVISORY CENTRE AT LEVEL FOUR/FIVE: Irrelevant & Sensitive
CONTACT EMAIL ADDRESS Co.Centre@wales.nhs.uk

Action Card 42: Senior Clinical Scientist (Welsh Healthcare Associated Infection Programme)

Role

- In collaboration with the Director Welsh Healthcare Associated Infection Programme or Director of Health Protection Services (or nominated deputy) to determine how the skills of the scientific and administrative staff of the Welsh Healthcare Associated Infection Programme team are best used during the pandemic.
- In collaboration with Microbiology Services and Communicable Disease Surveillance Centre to assess the data available regarding influenza cases and secondary infections and to interpret that data for the NHS service in Wales in the context of supporting infection control activity locally.

Actions

1. Assessment of suspension of "Mandatory Healthcare Associated Infections surveillance programme"
2. Start individual log of actions / data analysis and advice given following notification of the onset of Pandemic Influenza.
3. Assess data available.
4. Plan work in relation to numbers of staff available to the Welsh Healthcare Associated Infection Programme team.
5. Formally ensure that the nominated deputies are informed:

Normally: Senior Clinical Scientists Welsh Healthcare Associated Infection Programme team

Deputies: Scientists will deputise for each other
Nurse Consultant Welsh Healthcare Associated Infection Programme
Head of Surveillance Communicable Disease Surveillance Centre
Information Analyst

**CONTACT NUMBER TO RING PUBLIC HEALTH WALES
NATIONAL COORDINATION ADVISORY CENTRE AT
LEVEL FOUR/FIVE:** Irrelevant & Sensitive
CONTACT EMAIL ADDRESS Co.Centre@wales.nhs.uk

Action Card 43: Child Protection Services

Role

- To provide specialist advice in respect of arrangements for safeguarding children within the NHS
- To identify and advise the health service on the potential impact of Pandemic on role to children from abuse and neglect
- To provide advice to individual practitioners on immediate, urgent safeguarding issues
- To contribute to the development of multi-agency planning through Local Safeguarding Children Boards
- To act as a conduit between Local Safeguarding Children Board and National Coordinating Centre

Actions

Pre-planning Phase:

1. Advocate that Local Safeguarding Children Board is represented on local planning fora. To be the Local Safeguarding Children Board lead in respect of the health service.

Planning Phase:

1. Liaison with Director of Communications.
2. Provide advice to Local Safeguarding Children Board.
3. Assist in the development of a Local Safeguarding Children Board plan to safeguard affected children in the case of escalation e.g. safe environments for children. Missing Children protocols, access to Independent Safeguarding Authority registered staff.
4. Agree Local Safeguarding Children Board priorities for safeguarding services.
5. Liaise effectively with Health Boards Landscape Heritage and Biodiversity Safeguarding Teams to ensure effective and collaborative working.

6. Advise health bodies in respect of essential services e.g. urgent Child Protection medicals, Sexual Assault services.

Pandemic Phase:

1. Operate a telephone helpline to advise staff who have concerns about the welfare of a child.
2. Liaise with multi-agency colleagues to ensure children have access to safe-environments and care and to give current infection control advice to support those caring for children e.g. foster carers.
3. Support the Child Protection process where necessary e.g. sourcing information, assisting with risk assessment.
4. Keep accurate records.
5. Deploy medical / nursing skills as called upon to do so.
6. Report gaps in health service provision in respect of safeguarding children to Local Safeguarding Children Boards.

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Action Card 44: Head Vaccine Preventable Disease Programme

Role

- Support the public health response

Actions

1. Provide expert advice to and participate in UK Joint Committee on Vaccination and Immunisation decisions on flu immunisation policy
2. Provide advice to national and local Pandemic response teams as required
3. Support Welsh Government and Public Health Wales in policy and operational decisions around pre-pandemic or pandemic influenza vaccination
4. Provide guidance to immunisation practitioners and local health services as required

Deputy: Nurse Consultant in Vaccine Preventable Disease Programme

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Action Card 45: Epidemiological Scientist, Vaccine Preventable Disease Programme

Role

- Support the Head of Vaccine Preventable Disease Programme

Actions

1. Collate, analyse, interpret and report on influenza incidence data
2. Collate, analyse, interpret and report on influenza vaccine uptake data
3. Respond to data requests from national and local Pandemic response teams

Deputy: Other Public Health Wales scientists

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Action Card 46: Head of Informatics

Role

- Ensure that appropriate IT equipment and support are in place

On instruction from Health Protection the Head of Informatics will:

1. Contact the Business Service Centre's national lead for IT and their relevant regional IT lead to establish IT support including out-of-hours if needed.
2. Authorise the setting up of IT equipment in the Regional Centre out of hours, which may include the release of equipment from stock or commandeering of equipment.

The Head of Informatics is responsible for:

1. Instructing Business Service Centre and Public Health Wales Informatics to provide technical support.
2. Ensuring all necessary IT equipment is available to the response team.
3. Ensuring sufficient links to the network are in place.

Emergency Operation Response Pre-Preparation to be undertaken by the Head of Informatics

1. Ensure that video and telephone conference facilities are available at each Regional Centre.
2. Ensure each Regional Centre is configured with sufficient network points or that expansion facilities are available
3. Ensure sufficient PCs, laptops and printers are in stock and ready for deployment or that any equipment that is to be commandeered is suitably configured.
4. Ensure the list of IT equipment required by the Regional Centre is kept up to date and lodged with Business Service Centre.

5. Ensure step by step instruction on how to set up and use auxiliary network equipment is in place.

Deputy: Public Health Wales Informatics, Technical Consultant - Laboratory Systems

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Action Card 47: Library and Knowledge Management Service

Role

- To provide **search** and **report** facilities to assist guideline production – working with the Health Protection, Pharmaceutical Public Health and Communications Team

Action

LKM1: Library and Knowledge Manager, South East Wales

1. Routine work suspended
2. Immediate response to search requests
3. Capture and store results including links for guidelines and protocol development
4. Monitor Pandemic content on relevant external websites
5. Provide alternative LKMS contacts
6. Update LKMS team on nature of requests and responses
7. The library will be left open throughout the incident to facilitate 24 hour access

LKM2: Library Knowledge Management Service team lead, Mid and West Wales base

1. Back up for Web editor [Health Protection, Pandemic] (see Action Card 23)
[Support for Communications team]

LKM3: Information Officer, North Wales

- Suspend general news e-alert service
- Provide current awareness focussed on Pandemic Flu

[Support for Communications team]

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Action Card 48: Regional Business Manager

The Business Manager covering the affected area/covering the Regional Centre will liaise with the Consultant in Communicable Disease Control, and Director of Health Protection and his/her deputy to clarify the nature of assistance needed, which could include any of the following:

On instruction from Health Protection Regional Business Managers will:

1. Contact other professional staff (doctors, nurses, pharmacists, etc.) to assist and develop rota of cover including out-of-hours if needed.
2. Open up the Regional Centre out of hours.
3. Make available a rota of out of hours key holders.
4. Ensure that a rota of administrative and secretarial support is available as required to assist the Public Health Wales Senior Response Team and the response (including out-of-hours).
5. Ensure that a minimum of 2 loggists are available to record information and that blank log sheets are pre printed in readiness.
6. Organise setting up emergency help lines if required.

Regional Business Managers are responsible for:

1. Cancelling all external bookings in Public Health Wales meetings rooms if needed to accommodate daily/weekly multi-agency meetings.
2. Relocate staff if required to free up space for any additional rooms, etc.
3. Make sure that there are enough telephones and faxes dedicated to receive incoming and make outgoing calls.
4. Liaise with IT for technical support.
5. Ensure step by step instruction on how to use the fax machines are available.
6. Provide computers and ensure that links to the network are in place.
7. Ensure that all necessary stationery and equipment is available.

8. Liaise with the Business Service Centre / landlords to request the use of other rooms as required.
9. Ensure that parking is available and that security guards at site entrances and appropriate personal are aware of the emergency so that access to buildings is available.
10. Ensure that food and hot drinks are available to responding staff throughout the acute incident.

Emergency Operation Response Pre Preparation to be undertaken by Regional Business Managers

1. Ensure that all staff have a Public Health Wales ID card.
2. Ensure that video and telephone conference facilities are available at each Regional Centre.
3. Wipeable 'in and out' boards to be set up at each Regional Centre to indicate Public Health Wales staff availability.
4. Pre-printed blank log sheets for use by loggists.
5. Ensure that there are telephones to provide specialist Helpline advice
6. Ensure that supplies of anti bacterial equipment i.e. wipes/gel, etc. are available so that the control of infection between staff can be avoided or kept to the minimum

Preparing the Regional Centre for use:

- Regularly update and maintain list of access codes and know how to gain access to the Regional Centre during working hours and out-of-hours.
- Ensure that the access codes are available to all staff
- Ensure that each member of the Senior Response Team has a copy of the Public Health Wales Emergency Response Telephone Directory to hand
- Identify dedicated phone for taking incoming and making outgoing calls
- Identify separate fax machines for receiving and sending faxes

- Ensure that video and telephone conference facilities are available at each Regional Centre

Regional Business Manager Deputies:

SEW Region : Special Project Officer & PA to Regional Director
M&W Wales Region : To be confirmed
North Wales : PA to Regional Director & PA to Regional Business
Manager

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Action Card 49: Admin Staff not in the Health Protection Domain

Role

Will be required to support the emergency response as necessary. In particular the following will be required:

Actions

1. Administrative support to the Senior Response Team (Agenda drawn up, minute taking and amending, prompt circulation, action log created, etc.)
2. Administrative support to the WPHAT in pandemic influenza. (Agenda drawn up, minute taking and amending, prompt circulation, action log created, ordering food, etc.)
3. Administrative support to the Public Health Wales attendees at the Strategic Coordinating Group (General support at Police HQ with Speciality Registrar communicator) faxing, e-mailing as requested, taking teleconference/OCT minutes if needed, contacting others, finding information and contact details, creating files, organising records, photocopying, ordering food, etc.)
3. Administrative support to the health protection teams (faxing, e-mailing as requested, taking teleconference/OCT minutes if needed, contacting others, finding information and contact details, creating files, organising records, photocopying, ordering food, etc.)
4. Administrative support to the National Coordination Advisory Centre staff (faxing, e-mailing as requested, taking teleconference/OCT minutes if needed, contacting others, finding information and contact details, creating files, organising records, photocopying, ordering food, etc.)

Other dedicated administrative support as above to specialist teams depending on the incident.

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Action Card 50: Other Public Health Wales Staff

1. Will be mobilised as required as directed by the Public Health Wales Senior Response Team.
2. At level 5 all meetings should be cancelled unless advised by the incident director that local conditions allow these to continue
3. Routine work should continue provided that:
 - i) It makes no demands on those responding to the incident
 - ii) It can be abandoned immediately if the individual is required for the emergency response

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Action Card 51: Health Protection Team Support Officer

Role

- To support the health protection team in their professional capacity

Actions

1. Support the health protection team response to all urgent notifications of infectious diseases
2. Provide existing standard operating procedures to facilitate appropriate follow-up
3. Carry out support actions as required by Consultant in Communicable Disease Control to include for example:
 - i) arranging transportation of samples
 - ii) notifying primary care/primary care out of hours/patient of test result
 - iii) communicating with health professionals on any issues required
4. To undertake action card 14a (as support for Strategic Director) and 14b (as Support for Strategic Coordinating Group/silver representative) as required

Usually: Role As
Role Bs
Public Health Specialist

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Action Card 52: Emergency Coordination Centre Wales (Emergency Coordination Centre Wales, Welsh Assembly Government)

Role

- Based at Emergency Coordination Centre Wales to provide support to the Senior Response Team
- Gather intelligence from Emergency Coordination Centre Wales

Actions

1. Attend Senior response team meetings (by teleconference)
2. Attend Welsh Government Internal Health Communications meeting
3. Action matters arising from meetings e.g. ensure coordination of response between Public Health Wales and Welsh Government, ensure relevant involvement of Public Health Wales officers in working groups
4. Liaise with other professionals at Emergency Coordination Centre Wales e.g. Welsh Government officials: emergency planning, pharmacists, Medical officers, Environmental Health advisers, communications staff, other officials Department of Health & Social Services; Welsh Ambulance Service NHS Trust Emergency Planners.

Normally: Consultant in Public Health

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