



NWSSP PROCUREMENT SERVICES PANDEMIC FLU RESPONSE PLAN

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Pandemic Flu Response Plan



6. Response

6.1 Declaring a Pandemic & Response Phases

As a result of experience during the 2010/11 outbreak it was recognised that the WHO change alert levels used to trigger local response were confusing and unhelpful. This response plan has therefore been revised to reflect guidance published in the UK Influenza Pandemic Preparedness Strategy (2011). A series of phases have been identified as follows;

- **Detection:** which will commence on either the declaration of current WHO phase 4 or earlier.
- **Assessment:** collation and analysis of data combined with isolation and treatment of initial cases of infection.
- **Treatment:** enhancement of health response and targeted vaccination.
- **Escalation:** prioritisation of service delivery and implementation of resilience measures.
- **Recovery:** normalisation of services and post-incident review.

The phases are not numbered as they are not linear, may not follow in strict order and it may be possible to move back and forth or jump phases. It should also be recognised that there may not be clear delineation between phases, particularly when considering regional variation and comparisons.

The WHO will inform the UK Government of any change in alert levels, usually, after international consultation. The UK Government will communicate this information in relation to the above described phases, together with an assessment of risk to the UK and the Welsh Government. The Welsh Government will inform LHBs/Trusts and other NHS Wales organisations through the National Public Health Service for Wales (NPHS).

The Director – Procurement Services and PSMT will be responsible for monitoring the alert phases and ensuring NWSSP Response to Flu Pandemic plan is activated at Detection phase so that early steps may be taken.

6.2 Organisation of Flu Pandemic Response

6.2.1 Control Centre Team

During the early stages of pandemic the Director (Procurement Services) and PSMT will establish a Control Centre Team (CCT). They will determine the structure of the Control Centre Team responsible for managing and implementing this response plan including representation from the relevant operational areas, staff, NWSSP corporate function and Velindre NHS Trust. A secretary will be appointed to ensure adequate records are maintained of decisions and issues arising.

The main aim of the Team will be to co-ordinate Procurement Services' response to a pandemic, from the initial phase through to recovery and preparing for the next wave. As some services may be provided on a joint basis either with other NHS organisations or suppliers, meetings may be expanded to include representatives from other organisations. The CCT will also ensure appropriate representation on various multi-agency groups.

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It is possible that during a mild pandemic wave that demand on our services can be managed by outsourcing or reducing services on a temporary basis without requiring to implement business continuity plan or creating additional surge capacity. In all instances, the decision to instigate or note the Pandemic Flu Plan will be taken by the Director – Procurement Services in consultation with members of PSMT.

Outlined below are the likely impacts on individual services and priorities for service delivery during escalation and de-escalation of the plan.

6.5.1 Materials Distribution

Likely impact would result in an increase in;

- number of orders
- number of queries
- throughput for key items
- number of inward deliveries (and number of delivery slots)
- stock levels

Emergency Orders would continue to be dealt with in the usual manner ie. delivered at the next scheduled delivery. If necessary, arrangements will be made with a carrier or with LHB/Trust for collection and delivery. If the situation is life threatening a manager must be notified so that the appropriate arrangements can be made as soon as possible.

In the event of flu pandemic all non-critical activities would be limited or stopped, including returns and some customer service activities. Resources will be managed to maintain key processes; stock replenishment, order management, warehouse management and distribution.

6.5.2 Sourcing/Procurement

Likely impact would result in an increase in;

- number of complaints/queries
- changes in product/service demand for certain key items both increases and decreases. (As emergency escalates LHBs/Trusts will reduce some elective and routine clinical functions as they concentrate on expanding management of influenza emergency and non-influenza cases and urgent/time critical cases only)
- demand for alternatives
- number of price increases

Contracts likely to be impacted most include;

- pharmaceuticals
- oxygen (bulk and home supply)
- food
- aprons
- cleaning materials
- gas/electricity

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- clinical waste/waste
- fuel oils
- gowns/disposable sterile gowns
- consumable medical items (except for imaging consumables)
- masks
- theatre packs
- maintenance of essential items
- test samples
- taxi services
- Agency Nurses

Pharmaceuticals

Pharmacists are working with the Welsh Government and Department of Health, Social Services & Public Safety to identify critical items. Stockholding has been increased for these items. NWSSP Procurement Services does not play a part in their distribution or supply.

If supplies are interrupted during a pandemic it is possible to source generic drugs from other suppliers with no need for approval. For non-generic drugs NWSSP Procurement Services may receive requests for information and guidance on alternatives and this will be sought from LHB/Trust pharmacists and, if necessary, from supplier and/or St Mary's.

Facilities

There are certain items that have no alternatives or have limited alternatives due to the high quality standards demanded. If transport is affected during a pandemic this is likely to have a particularly severe effect where daily deliveries are made. WHC (2008 021) makes reference to likely short-term localised difficulties obtaining fuel. Certain items are more vulnerable due to the supply chain eg. tuna and imported fruit. WHS would need to work closely with catering managers as the budget holders on the impact on supply and cost and how this is to be managed.

Utilities

UK Government does not expect there to be disruptions to supply, although if there are outages these are likely to be longer than usual DoH 'A national framework for responding to influenza pandemic'. In the event of a pandemic the option to set prices for a set length of time could be considered to reduce time required to manage buying activity so that resources may be re-allocated elsewhere.

Medical

WHS would look to work closely with Trusts and where available procurement nurses, as changes in ordering patterns occur during a pandemic. Links with WHS Stores will be critical to ensure continuity of supply and to address any issues arising.

Projects

It would be possible to negotiate extensions to contract or halt activity so that resources may be allocated elsewhere.