

NHS London

Responses from NHS London to the recommendations in the report -

Business as usual? London's emergency and health service preparations for the 2012 Olympic and Paralympic Games

Milestone 1: NHS London to provide details of a future public information campaign encouraging Londoners to use the most appropriate form of health service during Games time.

The campaign, which is currently being developed, will deliver public health messaging i.e. sensible drinking, staying hydrated, as well as signposting information for visitors on how to access health services. The information will include access to local pharmacies, charging and entitlements for overseas visitors, and what to do in an emergency. The information will build on existing structures and systems to ensure maximum impact.

Milestone 2: London's emergency and health services to have carried out cross-organisational testing to assess their systems for providing a safe and secure Games to ensure that they work and dovetail into business as usual activity.

The Department of Health was commissioned by the Government Olympic Executive (GOE) to produce a testing strategy for the health community in England, including London's NHS. NHS London and London Ambulance Service (LAS) contributed to the development of the strategy, which is aligned with LOCOG's testing and exercising strategy.

The NHS is fully engaged in the Government Operations Testing Working Group, which co-ordinates Games-wide testing. The London Ambulance Service (LAS) Head of Olympic Planning sits on the advisory board which oversees the work of the Olympic Safety and Security Testing and Exercising Programme. The NHS in London will participate in a range of Games-wide testing opportunities such as the summer sports cluster in August 2011 and the Olympic Safety and Security Testing and Exercising Programme exercises due to take place in September 2011 and March 2012.

Planned exercises involving multiple NHS organisations include a series of command post and reporting exercises to test NHS control rooms simultaneously right up to the Games. This will include testing on data collection and reporting from all health bodies.

Milestone 3: Games-time command and control arrangements to be finalised between stakeholders. This should include allocating key posts to named individuals.

The command, control and co-ordination arrangements being implemented across all health organisations for London 2012 are built upon the tried and tested arrangements currently in place and will be finalised once new NHS structures are confirmed. The health elements of C3 will be enhanced in close collaboration with all 2012 partners to ensure seamless co-ordination and information sharing across and between all relevant agencies. The framework will be signed off in July 2011 and tested from September 2011 - May 2012.

Milestone 4: Following the ONS review of estimated visitor numbers, all of London's emergency and health services to have assessed the additional demands on their services during Games time and carried out detailed planning for how they will meet this demand.

To support the NHS in planning for the 2012 Games the Department of Health (DH) provided a summary report of the work by the Olympic Delivery Authority (ODA) and by the Office for National Statistics (ONS) on the population at Games Time.

This information was disseminated to NHS organisations, as it may be useful for health planning to give a broad indication of the possible impact of the Games on local populations. We have also asked organisations to use their local information and knowledge in their catchment area as an indicator of what to expect.

Milestone 5: The GLA along with London boroughs to have finalised a calendar of events which will provide London's emergency and health services with a clear picture of the range, scale and location of events during 2012.

NHS London and the LAS continue to work closely with City Operations at the GLA in the development of the events calendar. The outputs from the calendar will allow NHS organisations, particularly emergency responders, to consider operational issues and plan and prioritise their resource deployment in Games Time. NHS London and health partners have reviewed best practice from other Olympic and Paralympic Games, sporting events, and music festivals in relation to potential public health impacts. A summary has been produced for consideration by the GLA in relation to London 2012 live sites and City celebrations with the aim of informing policies, protocols, and operational management.

Milestone 6: London's emergency and health responders to assess the impact of the Olympic Route Network and the Paralympic Route Network on their response times and provision of services outside of the Games venues.

ODA and Transport for London are working with the NHS to manage the Games Time transport challenges. The NHS is also feeding into the ODA consultation process. This is a major piece of work linked to NHS resilience and business continuity planning for the Games to ensure the ORN and OPN have minimal impact on normal healthcare delivery. Planning priorities include ensuring community healthcare provision continues unabated, ensuring supplies of healthcare consumable items are not only maintained but enhanced to reflect any potential

increase in demand during Games Time and working with staff, patients and patient visitors to minimise the impact of travel disruption during the Games.

Milestone 7: The ODA, TfL and LOCOG to develop and release a public information campaign encouraging Londoners to take alternative forms of transport during Games time.

N/A

Milestone 8: Central government to have agreed final Olympic related funding allocations with London's emergency and health service providers.

NHS London is awaiting the outcome of bids submitted as part of the Government's Comprehensive Spending Review for 11/12 – 12/13.

Milestone 9: Details of London's emergency and health services budgets for delivering services during Games time to be made publicly available. This should include any expected funding gaps.

NHS London is engaged in constructive discussions with the Department of Health, which was fed into the cross-government Spending Review process. Department for Health will be in a position to confirm with NHS London the level of funding available to meet the additional costs incurred from the Games in April 11.

Milestone 10: London's emergency and health service employers to have developed their systems for managing staff volunteering requests and leave during the Games period and the whole of 2012.

Volunteering provides a great opportunity for development and there is a commitment that the NHS will support London 2012 by releasing staff. To ensure there is clarity nationally about the responsibility of the NHS in supporting the volunteering commitment for 2012, DH has issued guidance, which confirms that staff will need to volunteer using their paid annual leave in accordance with their terms and conditions as employees. This will ensure that business as usual is protected. The guidance was issued to all NHS chief executives and HR Directors in July 10 and reiterated in the Games Planning Pack issued by NHS London to all 2012 leads in the NHS in September 10.

Milestone 11: Clarity of the impact that LOCOG's volunteering requirements will have on London's emergency and health services personnel capacity during Games time.

NHS London requests regular updates from LOCOG on the appointment of medical volunteers. In August 11 and April 12, NHS organisations in London will be audited

to ensure their business continuity plans are "Olympic Proof" which includes ensuring sufficient workforce capacity during the Games.

Milestone 12: London's emergency and health service providers to have finalised their pre-planned and mutual aid agreements with their UK counterparts.

All relevant ambulance trusts have signed up to providing pre-planned aid to London Ambulance Service. The exceptions which have been agreed are South West due to the requirements around the sailing events during the Games and Isle of Wight which will be hosting Cowes Week during the Games.

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