

F Stott Healthcare Ltd Business Continuity and Disaster Recovery Plan

Introduction

While a disaster affecting business continuity is highly unlikely, the company has established this Business Continuity (BC) and Disaster Recovery Plan (DRP) to:

- Ensure that the services are provided in accordance with the specification and contract with the commissioners.
- Minimise, as far as is reasonably possible, the adverse impact of any disaster, service failure or disruption on the operations of the services provided on behalf of commissioners.

The scope of BC and DRC plan includes:

- Setting out the business continuity risks upon which the plan is based.
- Setting out the procedures managing the business risk and for reverting to “normal service”.
- Contact details.
- Key personnel (including sub-contractors with a major role) including their role and responsibility and contact details.

The Company’s accountable emergency officer is Fionnuala Stott. The accountable emergency officer will conduct the Company’s response in the event of a business continuity issue.

The Company shall review part or all of the BC Plan (and the risk analysis on which it is based) on a regular basis and as a minimum once every twelve (12) calendar months.

The Company’s clinical governance and performance lead will be the coordinating commissioner’s main point of contact within the Company.

Serious Disaster

If a disaster or Incident occurs which affects your ability to provide the services e.g. building damage, fire, flood, then you must notify F Stott by email info@fstott.co.uk within 24 hours of you first becoming aware. This is to allow alternative arrangements to be made to provide the Optometry service required.

If services are affected, it is critical to ensure patients are notified of any service interruption and this will be done in a manner considered suitable by the healthcare managers in the establishments.

The company will work with you to assess the impact and likelihood of this disrupting the delivery of clinical services in order to effectively mitigate the impact of these. This may include identifying patients who may be affected and to arrange for them to receive care at an alternative service location.

It is acknowledged that a service gap may arise if an optometrist suffers from illness or injury however the company will endeavour to cover or rearrange any clinics affected as soon as possible. A network of suitable Optometrists is kept by the company and regularly updated. If the optometrist affected is F.Stott then the key person to contact is Graham Stott.

IT.

All patient clinic information is stored on system one and not by the company. Any accounting and business data are stored on Microsoft Office one drive minimises any impact of laptop or network failure. Any mobile phone failure will be notified, and a replacement number provided within 48 hours.

Equipment failure:

All equipment can be replaced in a timely fashion and there should be no interruption to service beyond 48 hours in the eventuality of clinical equipment malfunction.

Key person:	Telephone no.	Email address:
Fionnuala Stott	07757733166	info@fstott.co.uk
Graham Stott	07947875220	grahamstott2@gmail.com

Annual review due: September 2020.