



“The development of integrated local response plans that are resilient, proportionate, flexible and maintainable in responding to an influenza pandemic is therefore essential” DH

Are your Practices’ Pandemic Flu Plans in place yet?

A Flu Pandemic will have massive implications for Primary Care, with increased staff absence due to illness and caring responsibilities at a time when the demands on Healthcare Services will be at their highest ever peak.

General Practices will be key players in any Flu Pandemic.

In order to cope and ensure they are eligible for income protection throughout its hiatus period, they will need to support the National & PCT response to the pandemic outbreak by developing and implementing their own Pandemic Flu Plans and keeping them up-to-date.

The stark reality is that they usually have limited resources and little experience of planning, or knowledge of the scope and severity of the impact that a Flu Pandemic will have – not the ideal foundation on which to develop such an important Plan.

If any of your Practices already have Pandemic Flu Plans, just how effective are they?

For any of your Practices who have already produced a plan, you’ll no doubt find their content, detail and approach varies significantly, raising doubts as to their effectiveness during a Flu Pandemic, when only plans that follow the principles and processes of BSI 25999 will be sufficiently robust and deliver the required resilience levels.

How will you collate and aggregate data from all your Practices during a Flu Pandemic?

An additional major issue from a PCT perspective is the need to assess both planned and real-time collective Practice Resources on a PCT-wide basis, so that re-configuration of services in the light of changing circumstances can be undertaken.

Collation and aggregation of this vital data from a multitude of remote sites (and subsequent onward transmission to your SHA & the DH) will prove to be extremely difficult and time-consuming if there is no consistency in Plan content.

This will be particularly relevant during a Pandemic, when decisions will have to be made quickly and be based on accurate, up-to-date data, but when staffing resources are likely to be most severely affected.

iQ Pandemic Flu Planner fulfils these key requirements & many more!

**Already adopted by many PCTs, it is now widely recognised as
THE effective Pandemic Flu Planning and Management Tool
for General Practice, Pharmacies and Out of Hours Services.**

How will iQ Pandemic Flu Planner benefit your PCT?

By:

- Using a ready-made solution that will save you substantial time and cost.
- Ensuring that all your Primary Care Contractors work to the same required standards and continuity of procedures.
- Being confident that their Plans contain the correct detail and are effective, robust and easy to maintain.
- Providing a standard formatted outcome, making engagement and integration of pandemic plans a relatively simple and efficient process.
- Facilitating fast, effective decision-making on service re-configuration during a Pandemic by providing automatically collated and aggregated Real-Time data into a PCT-wide composite summary analysis (which can then be sent to your SHA / the DH).
- Enabling PCT Staff to quickly identify their Contractors who are most (and least) affected by staff Shortages
- Providing the facility for PCT Staff to access and work with the latest data, wherever their location, as a result of it being a Web-based application with High Security Network Resilience.
- Using the Data Aggregation tool for additional specific requirements e.g. Immunisation Reckoner

How will iQ Pandemic Flu Planner benefit your Primary Care Contractors?

By:

- Guiding them through the Flu Pandemic Contingency Planning process quickly and effectively, by following BS 25999 principles and processes with a practical, staged approach.
- Them not needing to be knowledgeable about Pandemic Flu, nor experienced in Continuity Planning to produce the Plan.
- Saving them many days work, by them not having to develop a robust Plan from scratch.
- Keeping their workload to a minimum by using pre-formatted, pre-populated templates – their “Pandemic Lead” needs to consider adopting or revising the default content to suit their individual circumstances.
- Providing them with all relevant documentation updates when issued by the DH and other appropriate organisations, so they don’t have to track this themselves.
- Automatically calculating their Planned staffing level surpluses and deficiencies against Critical Function requirements, at their estimated % Maximum Absence Rate.
- Managing their staffing resources during a Pandemic based on ACTUAL and FORECAST staff absence levels, including automatic comparison with Critical Function requirements.
- Providing the facility for their Staff to access and work with the latest data, wherever their location, (e.g. homeworking during the Pandemic due to “Carer” responsibilities) by being a Web-based application with High Security Network Resilience.
- Incorporating a comprehensive suite of supporting documentation and pre-designed Notices and Leaflet Templates for use when compiling their plan and also during the Pandemic.

Content Summary of Large, Medium & Small Versions of iQ Pandemic Flu Planner

Regular updates are automatically incorporated & users advised	Extensive On-Line FAQ Knowledge Base Help facility
Hints & Tips Advice + Data Entry Procedure Guidance at every Stage	

Different content applicable to each module:

	Large 5+ GP's	Medium 3 - 4 GP's	Small 1 - 2 GP's
Practice Size -			
Pharmacy Size -	9+ staff	5 to 8 Staff	Up to 4 staff
Recommended No of Key Staff Contacts	3	2	2
Max No. of Critical Functions	6	4	3

Same content applicable to each module:

Essential Initial Steps; Vital Briefing Information; Introducing it into your Organisation

Logical, staged approach follows the Service Continuity Management principles and processes of BS 25999	
Pandemic Flu Service Continuity Policy	Pandemic Lead Report to the Partners
Latest Planning and Response Guidance for England	Practice Pandemic Flu Impact Assessment Template
Gaining an understanding of iQ Pandemic Flu Planner's Principles and Processes	
Introducing Pandemic Flu Continuity Management into your Organisation and embedding it into your Organisation's Culture	
Incorporates a printable Completed Sample Plan to assist in developing your own Organisation's Plan	

Producing your Pandemic Flu Plan

STAGE 1 - Understand your Organisation - Identify & Enter the following Key Information:

User Defined Planned Review Period (No. Days)	Staff Contacts
Estimated Maximum Staff Absence Rate (%)	Staff Carer Responsibility Details
Contracted No. Hours worked per week for each individual staff member	Key External Contacts
List of Non-Practising Staff able and willing to contribute to your Organisation's Pandemic Response	
Incidence of Pandemic Flu / Protection Received Data for each staff member	
Details of Clinics & Services and Minimum No. of daily staff hours required	

STAGE 2 - Determine your Organisation's Optimum & Absolute Minimum Service Level Critical Functions

Guidance in determining a Critical Function

STAGE 3 - Determine the minimum Staffing Resources, Facilities, Software, Equipment, Contacts & Tasks for each Critical Function

Staffing Level analysis of No. hours per day required by Job Category	
Detailed Resource requirements in 5 specific Categories: Facilities & Accommodation / Hardware, Software & Telecoms / Furniture & Non-ICT Equipment / Medical Equipment Incl PPE / Non-Computer based Vital Records & Stationery	
List of Tasks for each Critical Function	List of Specific Critical Contacts for each Critical Function

STAGE 4 - Ratify / change / expand the suite of Preformatted Checklists for use by the Pandemic Lead

Checklist 1 - Inter-Pandemic Period Onwards - Employment Staffing + Health & Safety Issues	
Checklist 2 - Infection Control	Checklist 5 - WHO Pandemic Period Phase 6 - PCT Issues
Checklist 3 - WHO Pandemic Alert Period Phase 3 - 5 - PCT Issues	Checklist 6 - WHO Pandemic Period Phase 6 - Organisation Issues
Checklist 4 - WHO Pandemic Alert Period Phase 3 - 5 - Organisation Issues	Checklist 7 - Post Pandemic Period

STAGE 5 - Your Automatically Completed Pandemic Flu Plan incorporates all the above items, plus the following:

Minimum Staffing Requirement Table to achieve the Absolute Minimum Service Level for each Critical Function comprising:	
Total Hours per day required to maintain Critical Functions by Staff Job Category	
Total Hours per day available by Staff Job Category	
Practice determined % Estimated Absence Level of Staff Still at Risk	
Summary of differences between Staff Hours available and Staff Hours required + Similar additional Calculation based on Full Time Staff Numbers	

Supporting Documentation:

Press & Media Statement	Glossary of Terms used
Staff Data-Protection Letter	Staff - Essential Information Card
Staff PowerPoint Presentation	Pandemic Flu Event Log
Personal Protective Equipment Requirement Calculator	Comprehensive Reference / Further Information Section
Undertaking Pandemic Flu Plan Testing and Exercising	Key points on Infection control for General Practice
Pandemic Flu Plan Training Exercise Record	Plan Distribution / Stored Locations Summary
Pandemic Flu: Interim Guidance - Infection Control for General Medical Practices (RCGP / BMA document)	

Coping effectively during the Pandemic

Real Time Operational Management Module

Analyses No. Hours per day to maintain each Critical Function by Job Category	
Analyses Actual Hours available, differences between No. Hours required & Actual Hours Available	
Staff Pandemic Flu Incidence / Protection Received Analysis	
Real-Time Management Staff Availability Analysis	Staff 'Flu-Friend' Contact List

Supporting Documentation:

Pandemic Flu - Patient Information Leaflet	Pandemic Notice - Protecting others
Entrance Infection Control Notice	Telephone Answering Machine Message Scripts
Flu/Non-Flu Zones Directions Notice	Infection Control - Equipment Cleaning Checklist
Flu Zone Notice	Infection Control - Premises Cleaning Checklist
Non-Flu Zone Notice	Consulting Room & Doctors' Bags Stock Control Checklist
Limited Routine Appointment Notice	PPE Stock Control Checklist
Urgent / Acute Appointments Only Notice	Post Pandemic Review
Staff Workplace Influenza Notice	Flu Friend Notice
Protecting yourself and others against respiratory illness Notice	NHS Poster - Putting on and Removing PPE
NHS Handwashing Poster, Hand Hygiene Notice and Leaflet	NHS Poster - Alcohol Handrub Hand Hygiene Technique
Information on National Flu Line - Patient Notice	NHS Poster - Hand Washing Technique with Soap & Water
Repeat Prescription Processing Time Notice	
NHS Document - Summary of Guidance for Infection control in Healthcare Settings	
NHS Document - Guidance for infection control in Hospitals & Primary Care Settings	

Providing Pandemic Flu Planning Information to your PCT

Facility to send your Pandemic Flu Plan Staffing Level Analysis to your PCT
Facility to send your Pandemic Flu Plan to your PCT
Facility to send your Real-Time Staffing Attendance / Absence Operational Management Summary to your PCT during a Pandemic

Price List

PCT, General Practice, Pharmacy & Out-of-Hours

This latest version of iQ Pandemic Flu Planner is the result of the specific requirements from PCTs for data to be automatically aggregated and remotely accessed by appropriate PCT Staff.

We have therefore created a hosted database on a high security server with strong network resilience (incorporating independent circuits in the event of partial failure due to the effects of a pandemic)

Set out below is the cost to set up the PCT Host / Security in the first year together with subsequent maintenance, software updates and security. The first and subsequent year costs for the PCT / Practice / Pharmacy / OoH Interface Link is also indicated. The Primary User system which comprises the host database link, contingency plan and real-time reporting software is shown separately.

FIRST YEAR			SECOND & SUBSEQUENT YEARS		
Host/Security Software Development	PCT/User Interface Link	Primary User Module	Software Updates, Security and Host Maintenance	PCT/User Interface Link	Primary User Module
£1,950 (per version)	£45 (x No. Practices, Pharmacies & OoH Services)	£175 (x No. Practices, Pharmacies & OoH Services)	£950 (per version)	£35 (x No. Practices, Pharmacies & OoH Services)	£105 (x No. Practices, Pharmacies & OoH Services)

Additional Data Aggregation Modules

The facility for PCTs to gather additional information relating to such activities as indicated below can be incorporated into the central host:

- Personal Protection Equipment - usage and stock levels
- Antivirals – issued quantities and stock levels
- Number of patients receiving home visits
- Immunisation Reckoner
- Etc.

FIRST YEAR			SECOND & SUBSEQUENT YEARS		
Host/Security Software Development	PCT/User Interface Link	Primary User Module	Software Updates, Security and Host Maintenance	PCT/User Interface Link	Primary User Module
£850 (per version)	£40 (x No. Practices, Pharmacies & OoH Services)	£115 (x No. Practices, Pharmacies & OoH Services)	£500 (per version)	£35 (x No. Practices, Pharmacies & OoH Services)	£55 (x No. Practices, Pharmacies & OoH Services)

*Development of additional bespoke modules and specific reporting requirements – by quotation

Training

Awareness and Engagement sessions will be provided to a maximum of 25 people per session. The cost is £850 + VAT per session and this includes the trainer, training materials, administrative costs and all travel costs. Venue costs and food will be charged at cost separately.

iQ Medical's Own Pandemic Contingency Plans

In addition to the high resilience communications network, iQ Medical have put in place comprehensive operational contingency plans for when the pandemic occurs, as it is critical that this communications channel remains fully operational between the PCT and its GPs, Pharmacies and OOH Services.

No Obligation Demonstration

We would be very happy to meet with you to demonstrate iQ Pandemic Flu Planner and discuss the opportunities of working together to make this ready-made solution available to your Primary Care Contractors

Contact details:

Telephone : 01937 587798 Ally Devine or Graham Poulter

Email : info@iq-medical.co.uk

Graham G Poulter

Managing Director, iQ Medical