

A large, multi-colored arc (rainbow) that starts at the top left and curves down towards the bottom right, framing the main title.

Primary Care Olympic update and planning tips

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Date: December 2011



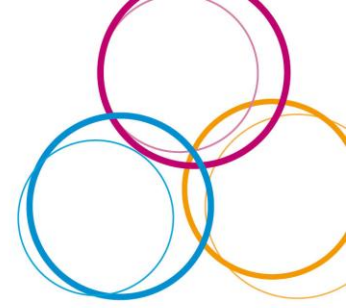
This presentation

Aim

To provide an overview of the challenges faced by primary care in maintaining services during the Olympic Games time in 2012



Programme



- Setting the scene
- Preparing for the challenge
- What next?

Setting the scene: London 2012

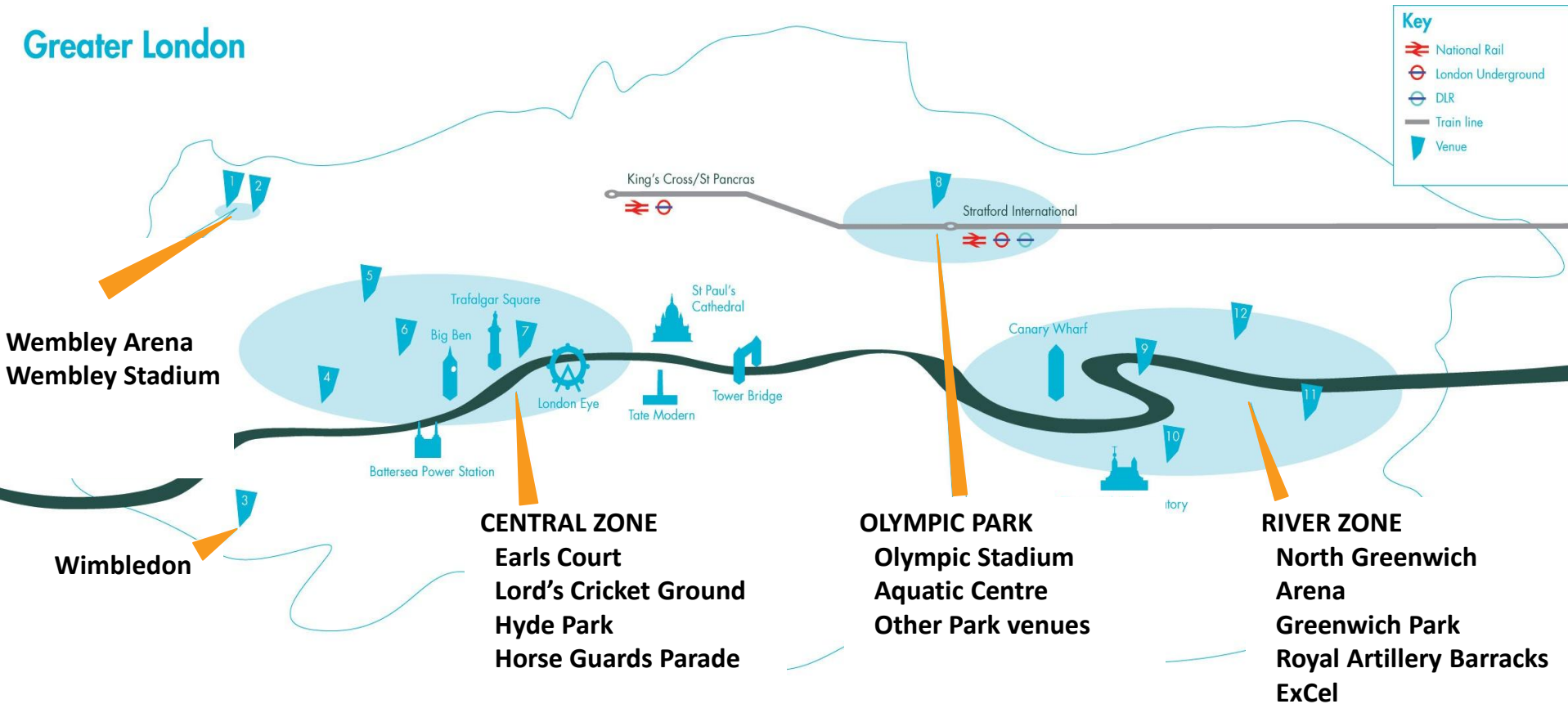


Olympic Games is the world's biggest logistical event
203 countries – 17,800 athletes and team officials
5,000 Olympic Family officials
22,000 media

- **Paralympics Games** is the world's second biggest logistical event
- 170 countries – 4,000 athletes and team officials
- 1,000 Paralympics Family officials
- 4,000 media



London venues



Not just the Games...

← AROUND 100 CONTINUOUS DAYS →

JUN 2012

JUL 2012

AUG 2012

SEP 2012

Planned events including visitor landmarks and events

London working and moving

2-5 JUN
Diamond Jubilee

JUN
Venues open
Media centre opens
Soft opening of
Olympic Village

13 JUL

Official opening of
Olympic Village

JUL

Torch Relay
London

27 JUL
Opening
Ceremony

28 JULY - 12 AUG
Olympic Games

AUG
Olympic Games
Departures

29 AUG

Paralympics
Opening Ceremony

AUG
Notting
Hill

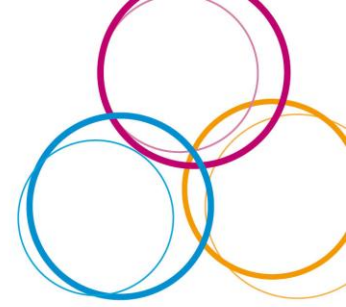
30 AUG - 9 SEP
Paralympics Games

SEP

Paralympics
Games
Departures

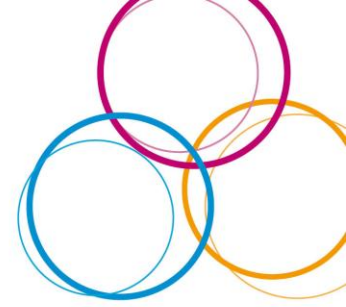
14 SEP
Olympic
Park closes

Public Transport



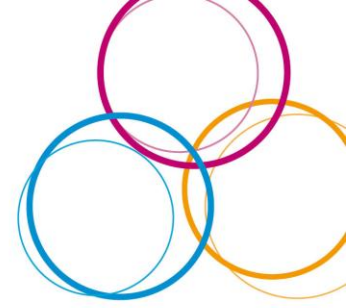
- 800,000 expected on busy days
- Busy travel hubs
 - “Keep on running” document London 2012 site page 10
- Tube, DLR, River Boat, Buses and Trains – extra services, late running,
- First 100% public transport games

NHS Responsibilities



- Meet Olympic commitments
- Enhance & test resilience for emergencies
- Provide “business as usual” to local residents & ensure any services provided to visitors are covered by mutual arrangements or fee charged
- Meet increase in activity due to “games time effect”
- Ensure any Games times global public health threat e.g. SARS, pandemic influenza will be dealt with through screening and vaccination of visitors
- Provide 3 Olympic designated hospitals- BLT, Homerton, UCL

Preparing for the challenge



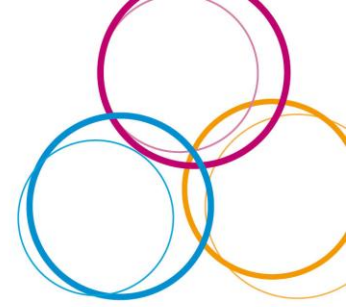
- Dec 13th 195 working days
- Business Continuity & Olympic Planning
- Olympic & Paralympics Route Network (ORN &PRN)
- Staffing
- Communications
- Suppliers

Business Continuity & Olympic Planning

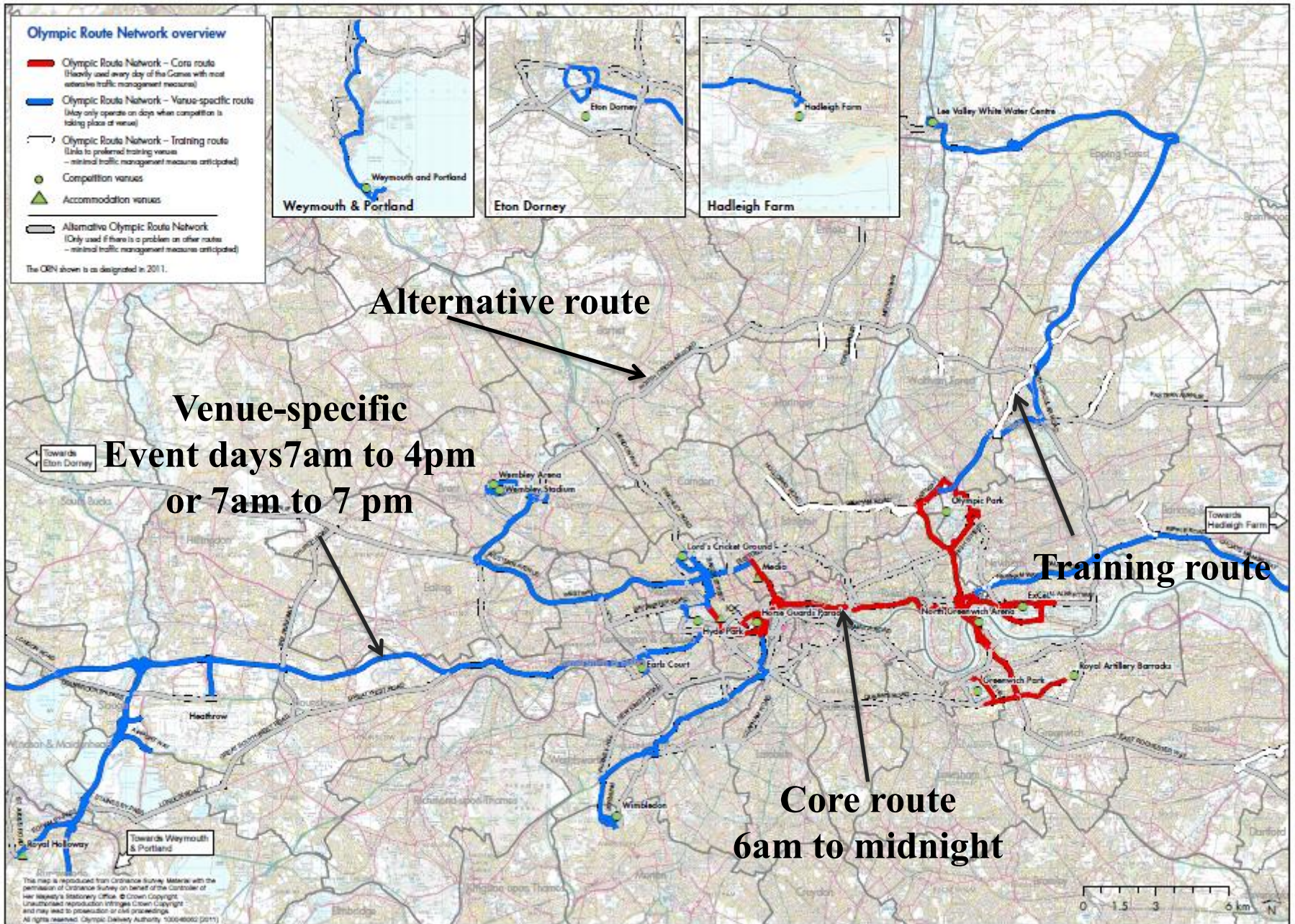


- The Olympics is a pre-planned event
- Your Olympic Plan will detail how your Practise will work during the Olympic period.
- You should have an up-to-date and tested Business Continuity Plan in place at all times – not just for the Olympics.
- Should an incident occur during the Games which threatens your critical activities you activate your BCP
- Lock down and CBRN plans

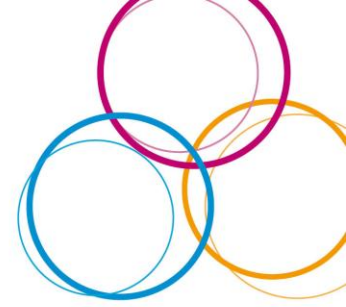
ORN & PRN



- Network of roads
- Sydney 2000 and Manchester 2002 Commonwealth Games
- Purpose – ensure officials can get to venues within specific times
- Officials?
 - Athletes
 - Technical officials
 - Media
 - IOC & IPC
 - Games partners
- Becomes operational late July 2012
- What does it look like?
- ARN – will be in operation quite a few days



ORN & PRN



- No planned roadworks
- Signs & road markings
- Measures may include:
 - Some restricted turns;
 - Change to traffic signal timings;
 - Suspension of parking and waiting bays;
 - Suspension of some pedestrian crossings;
 - Some side road closures (except for residents and local business where possible); and
- How will it be enforced?
- Between Games
- CPZ

ORN & PRN Impact on business

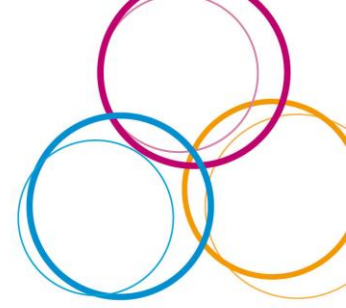


- Staff travel times to and from work
- Travel for patients
- Home visits
- Deliveries and collections

- Some possible solutions
 - Reduce none essential journeys
 - Manage essential journeys effectively – less busy times
 - Alter surgery times to help staff and patients

- Communication – vital element

Staffing



Issues which may effect staffing levels.

- Annual leave
- Public transport
- Volunteering
- Illness
- Child care
- Staff with tickets
- Duvet days to watch the games

Staffing



- Annual Leave
 - Cancel /reduce leave
 - Reduce numbers off at anyone time
 - Do nothing
- Public transport delays
 - Change normal working hours
 - Discuss ways in which staff can plan their travel/ Swop public transport for a bike
- Volunteering
 - Are you aware?
 - Bring in temporary staff or train up staff to cover absence
- Illness
 - Factor in loss of staff due to illness
- Childcare
 - Discuss ways in which to manage.
 - Change normal working hours etc

Staffing continued



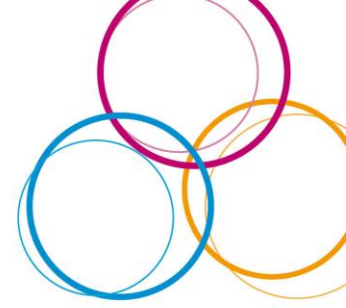
- Olympic ticket holders
- Duvet day
 - Arrange down time for staff to watch key events

Communications



- Internal & External communications
- Think about the best ways to communicate to staff, patients and suppliers:
 - Let them know you will be affected;
 - Let them know what your arrangements will be;
 - Repeat and reinforce the messages.

Suppliers



- Who are they – list in your BCP?
- Will they be affected by the Games?
- What and how often do they deliver?
- Change times of deliveries – early morning or late evening
- Will this impact on your patients?
- Mutual Aid?



What next?

Olympics & Primary Care

Overview of programme to prepare, mitigate,
co-operate, test and exercise



November 2011

Overview

Phase 1

- information gathering & sharing

Phase 2a

- impact assessment

Phase 2b

- mitigation & planning

Phase 3

- testing, exercising & revision

Phase 4

- pre Games
- Games Time
- post Games Lessons learned and shared



Phase 1- Information gathering & sharing

Timeline: Nov-Jan

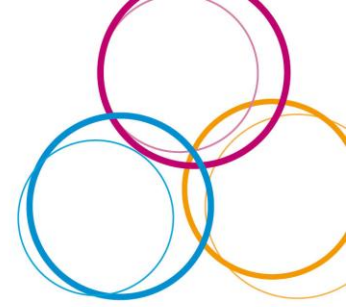


Aim: To provide briefings on relevant information for Primary Care

- **Transport disruption**
 - Olympic Route Network, Public transport disruptions, parking, deliveries
- **Venues, Events, Live Sites, Celebrations**
 - location, start & finish times, expected foot fall
- **Overseas visitors & “VIPs”**
 - confirmation of local arrangements following new DH guidance
- **Major incident/ CBRN**
 - lock down arrangements, decontamination, PPE, treatment protocols
- **Access to support/ community services**
 - local borough/ network arrangements for access during Olympics
- **Olympic reporting arrangements**
 - routine, exception reporting, pressures, surge

Phase 2a- Impact assessment

Timeline: Jan/Feb



Aim: To assist primary care and networks in assessing likely impact

Using information from Phase 1, each primary care provider & network to assess impact of Olympics on provision of services including:-

- **Impact on staff**
 - what is impact on travel to & from work, undertake home visits etc.?
- **Suppliers**
 - what is impact on supplies, deliveries organised or stockpiled?
- **Related services**
 - how will related services such as HV, PN, MW, Pharmacy be provided?
- **Patients**
 - what is impact on their health and ability to access services?
 - how will they know how to access services if arrangements changed?
- **Media**
 - how will you respond to any media enquires?

Phase 2b- Mitigation & planning

Timeline: Feb



Aim: To assist primary care and networks in mitigating likely impacts

How will you plan to provide, as far as possible, “business as usual” & co-operate with other primary care providers to reduce impact

- **Impact on staff**
 - do you need to temporarily change opening hours?
 - will staff have to change their transport method/ route
 - will leave arrangements need to be changed?
- **Suppliers**
 - is there space for stockpiling, can deliveries be arranged out of hours?
- **Related services**
 - how will related services such as HV, PN, MW, Pharmacy be provided?
- **Patients**
 - how will you notify patients of any changes to access arrangements?
- **Business continuity**
 - are you plans up to date and robust, have you shared them?

Phase 3- Testing, exercising, revision

Timeline: Feb, March & ongoing



Aim: To ensure Olympic plans, Major Incident plans & business continuity plans are robust, tested, shared and updated

- **Testing plans**

- have undertaken an internal test of your plans?
- have you taken part in any external exercises?
- have you stressed tested your plans

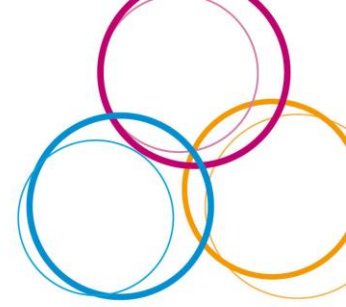
- **Sharing and communicating plans**

- have you shared your plans with other providers, suppliers etc?
- are you plans compatible with other providers, suppliers etc?

- **Reviewing**

- ensuring plans are up to date follow changes of staff, planning assumptions, information from exercises etc.
- is ownership of the plans clear?
- is it clear who is responsible for delivery of

Phase 4a- Plan enactment



Aim: To minimise disruption & impact on patients, staff, services

- **Pre Games**

- ensure patients, staff and related services know of any service changes

- **Games Time**

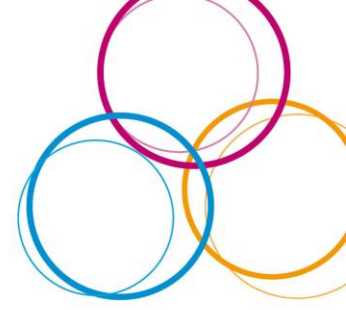
- plans are actively reviewed and kept “real”

- amendments to arrangements made as necessary & communicated

- **Post Games**

- lessons learned written up

- offer real Olympic expertise to Rio.....?



QUESTIONS?