HEAD OFFICE:
Level 2 Kenwood Wing
Whittington Health
Magdala Avenue
London
N19 5NF

Business Continuity Plan
Emergency Ordering Process

Version	Date	Comment	Next Review
V3.0	February 2020	Amended to include responsibility tables	February 2021
V4.0	February 2022	Annual Review	February 2023

In the event that PECOS is unavailable, the emergency order processes should be used below.

Purpose

The purpose of this document is to provide guidance in the event that the normal ordering process via PECOS is unavailable. This also includes the key contacts and the timelines in which the process will be executed.

PPS BCP Team
Mick Corti – Director of Procurement
Sandy Mehta – Deputy Director of Procurement, Senior Business Partner – Royal Free
Lyndsey Flenley – Assistant Director Systems & Operations, Senior Business Partner - Moorfields
Gary Wingrave – Assistant Director Clinical and Equipping, Senior Business Partner – North Middlesex
Phill J Montgomery II –Business Partner – Whittington
Paul Pilgrem – Assistant Director – Supply Chain
Jason Whittaker – Logistics Development Manager
Matt Calvert – Systems and Business Intelligence Manager
Shanola Ring - Operational Buying Team Lead
Wayne Yeboah – Customer Service Lead

Timelines

0-1 Hours

SRO – Assistant Director

ACTION	Responsible Owner	Back Up Owner
Establish if local Trust network failure or PECOS wide failure	Systems and Business Intelligence Manager	Operational Buying Team Lead; Customer Service Lead
If PECOS wide failure - raise service request/ Notify Elcom of service issue	Systems and Business Intelligence Manager	Operational Buying Team Lead; Customer Service Lead
Alert Operational Buying Team; Customer Service Team and all business partners	Systems and Business Intelligence Manager	Operational Buying Team Lead; Customer Service Lead

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Identify and advise available Assistant Director.	Systems and Business Intelligence Manager	Operational Buying Team Lead; Customer Service Lead
Confirm estimated downtime	Elcom	
Change Helpdesk Phone Message to alert Trusts	Systems and Business Intelligence Manager	Systems Team

1-4 hours or post 13:00

SRO – Assistant Director

ACTION	Responsible Owner	Back Up Owner
Communicate estimated downtime from Elcom to all contacts below	Assistant Director Systems and Operations	Systems and Business Intelligence Manager
Send update to Trust(s) Communications Teams below to send alert message out to Trusts	Assistant Director Systems and Operations	Systems and Business Intelligence Manager
Invoke BCP for direct emergency orders – as per Emergency Process No.1 below	Operational Buying Team Lead;	Customer Service Lead
MEH, NMUH and WH: Invoke internal BCP for Materials Management Orders (manual orders) - as per Emergency Process no.2 below	Logistics Development Manager	
RFL: Invoke internal BCP for Materials Management Orders (manual orders) - as per Emergency Process no.3 below	Logistics Development Manager	
Check PPS helpdesk to ensure ordering process is being followed	Operational Buying Team Lead	Customer Service Lead
Amend helpdesk phone message	Systems and Business Intelligence Manager	Systems Team
Advise Director and Deputy Director	Assistant Director Systems and Operations	Systems and Business Intelligence Manager

4 hours + or post 16:00

SRO – Assistant Director

ACTION	Responsible Owner	Back Up Owner
Liaison with Director/ Deputy Director	Assistant Director Systems and Operations	Systems and Business Intelligence Manager
Updates to Trust Contacts below and Trust Communications Teams below with progress	Assistant Director Systems and Operations	Systems and Business Intelligence Manager
Check PPS helpdesk to ensure ordering process is being followed	Operational Buying Team Lead	Customer Service Lead
Amend helpdesk phone message	Systems and Business Intelligence Manager	Systems Team

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Review staffing levels for remainder of downtime period	Assistant Director Systems and Operations/Supply Chain	Systems and Business Intelligence Manager/Logistics Development Manager
As per step 1 process - stage 2 below - Send updated spreadsheet of orders to R&D teams across all Trusts to enable receipting for next day	Operational Buying Team Lead;	Customer Service Lead
As per step 1 process - stage 2 below - Send updated spreadsheet of orders to Trust Finance teams to enable payment	Operational Buying Team Lead;	Customer Service Lead

*For all users of Genesis, please do nothing differently to your normal activities

Trust Contacts

Hospital	Department	Name	Title	Email
Royal Free Group	Emergency Planning	Shabbir Pisavadi	Emergency Planning Lead	shabbir.pisavadi@nhs.net
Royal free Hospital	Operational Control	Rachel Anticoni	Chief Operating Officer	rachel.anticoni@nhs.net
Royal free Hospital	Operational Control Room	Sue Cleiff	Quality group Clinical services	sue.cleiff@nhs,net
Barnet Hospital	Operational Control Room	Ruth Ouzia	Director of Operations	ruth.ouzia@nhs.net
Chase Farm Hospital	Chief Executive	Alan McGlennan	Interim Chase Farm Chief Executive	alan.mcglennan@nhs.net
North Middlesex	Chief Finance Officer	Bimal Patel	Chief Finance Officer	bimal.patel1@nhs.net
North Middlesex	Emergency Planning	Sarah Eastwood	Emergency Planning Officer	saraheastwood@nhs.net
North Middlesex	Clinical site managers	Clinical site managers	Generic	nmu-tr.clinical-site-management@nhs.net
Whittington	Emergency Planning	Lee Smith	Emergency Planning Officer	lee.smith9@nhs.net
Whittington	Operational Control Room	Fiona Isacsson	Director of Operations	fionaisacsson@nhs.net
Moorfields	Emergency Planning	Juliana Richardson	Emergency Planning Officer	juliana.richardson1@nhs.net
Moorfields	Operations	Jon Spencer	Chief Operating Officer	j.spencer8@nhs.net
Moorfields	Operations	Alex Stamp	Deputy Chief Operating Officer	a.stamp@nhs.net
PPS Board Members		All Trusts		

Communications Leads

Trust	Contact Name	Number	Email Address
RFL	Comms Team	-	rf.communications@nhs.net
MEH	Desline Mcleggan	0207 566 2628	Moorfields.communications@nhs.net
NMUH	Comms Team	020 8887 3001	NorthMid.Comms@nhs.net
WH	Comms Team	0207 288 3131	Communications.WhittHealth@nhs.net

Emergency Processes

1. **Manual Purchase orders – usually raised on PECOS**

Please find the link to the Emergency requisition form for each Trust here: https://pps.noesis-cloud.co.uk/pages/?p=Documents

Stage 1 – Requisition (actioned by the end user and financial approver):

- Fully complete the emergency requisition form, detailing the requirement (see the bottom of this page for a link to the form).
- Forward the requisition to an appropriate approver (details shown on instructions page of requisition eForm).
- The approver will then need to forward the requisition to helpdesk@nhspps.uk stating their explicit approval in the email.

Stage 2 – Purchase Order (actioned by Procurement's processing team):

- Upon receipt of a fully approved and completed requisition, the details given will be validated against a product report containing the current product data within the system.
- They will then be transposed onto a manual PO document using the Supplier data file (this should provide the supplier code and address).
- This will then be logged onto an emergency order spreadsheet – this will provide a unique identifier for the order (the temporary Purchase Order reference).
- The order will then be emailed to the supplier

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- The processing team will then notify the end user and stores of the order details, so they are prepared to receipt.
- The processing team will send to Finance to allow payment when invoice arrives.
- After this stage is complete, all emails and files associated with the order (requisition, PO, approval email trail, etc.) will be archived.

Stage 3 – Receipting (actioned by the Logistics team in stores):

- Upon delivery of the order, helpdesk@nhspps.uk must be emailed to confirm that the goods have been received.
- The goods should then be sent up to the end user, as usual.
2. **Materials Management Orders**

The materials management team will continue to top-up your wards and departments and will place the orders with NHS Supply Chain directly until PECOS comes online again.

For top up orders which are directly from suppliers, the materials management team will complete the manual purchase order document and email directly to suppliers.

3. **Orders through Genesis (Royal Free/WH and MEH only)**

Please continue to use Genesis in the normal way and the System Administrator will monitor the failed orders screen on Genesis and send this to the PPS helpdesk. These orders will then filter into the manual order process stated above.

Further Information/Escalation

For any further information or advice required, please contact the PPS helpdesk: helpdesk@nhspps.uk