

**McLean Joan (COUNTESS OF CHESTER HOSPITAL NHS FOUNDATION TRUST)**

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**From:** O'Neill Jane (COUNTESS OF CHESTER HOSPITAL NHS FOUNDATION TRUST)  
**Sent:** 08 July 2016 14:07  
**To:** McLean Joan (COUNTESS OF CHESTER HOSPITAL NHS FOUNDATION TRUST)  
**Subject:** Silver Control Briefing Actions 12 30pm on Friday 8th July 2016  
**Attachments:** Silver Control Briefing Actions 12 30pm on Friday 8th July 2016.docx

Hi Joan

These have been approved by Sue, Chris & Ian Bett.

There are a couple of items that need clarifying at the next briefing.

Thanks

Jane

## 12.30pm Briefing for CSCs & On-Call Managers Actions

### Handling Lines/Triage

- Gill Galt is preparing handling lines for queries from patients and/or media
- A draft has been circulated to CSCs and on-call managers – to feedback to Gill please by 4pm
- A pack will be given to all CSCs and on-call managers (**Gill Galt/Chris Green**)
- Clinical support may be required from Maternity / Paeds (**ACTION – who to contact?**)
- Need to log & capture information from all calls (guidance in pack)

### Helpline

- If the number of calls per hour exceed 3 or 4 over a 3 hour period the Helpline will be set up (363550)
- Switchboard, CSCs, Paeds & Maternity will need clear information on what to do, what to say and what to refer on (this will be contained in the handling lines)
- CSCs to keep a handle on the number of calls coming through
- Each of the 4 areas will be told to feedback to them if calls come through (**ACTION** needed – **WHO?**)
- CSCs to contact on-call manager
- On-call manager to contact Exec on-call (Ian Harvey)
- On-call managers will need to come in if Helpline activated
- If necessary, the SMT rota can be contacted (numbers are on the rota)

### Media/Social Media

- Comms team will monitor social media activity
- Anything significant will be escalated through the on-call manager
- Gill has a policy in place for this
- If interviews are requested from media a judgement will be made at the time (unlikely)
- If any queries come from the media – advise Comms Team

### Specialty

- Clinicians on-call and shift leads in specialty need to be briefed (**Chris Green**)
- All guidance will be included in the pack
  
- Sue Hodgkinson updated at 13.40pm- Kathryn de Beger & Katie Holstrum have visited the NNU at 12.15pm today. Team spoken with, shift leader spoken with. No immediate support put in place, but team feel vulnerable