

Appendix 1 - Examples of critical functions:

Organisational functions:

- Clinical Care Groups
- Corporate Services (including Board functions)
- Digital Services
- Estate Operations (site provision)
- Finance
- Workforce
- Primary Care
- Public Health

Critical business functions:

Planning for restoration and support of utilities and services without which the core business functions would not be able to continue e.g.

- Digital Services – Digital Systems and Communications
- Estates Operations Services – Utilities (gas, water, electricity)
- Estates Operations Services Facilities – Catering, Portering, and Domestic
- Estates Operations Services – Fire Alarms and Security Systems
- NHS Supplies

Contractor services/primary care

Contingency planning in respect of the Health Board's obligation to provide Primary Care services e.g. the Health Board's response to unplanned loss of a contractor or contractor service.

Three-tier approach to business continuity

Tier 1

These are essential services and must be delivered. The services defined here are selected on the rationale that front line health services and services to high-risk groups e.g. vulnerable patients in the community, must be maintained.

Examples of Tier 1 services:

- Child protection
- Rapid response team
- General Practitioners
- Information technology and communications
- In-patient services
- Pharmacies

Tier 2

Tier 2 services are important, but suspension should be considered (if Tier 3 services are already suspended). Services defined as Tier 2 services should be neither life-threatening health services nor essential corporate services.

Examples of Tier 2 services:

- Elective surgery
- Annual health assessments or screening
- Falls services
- Cardiac rehabilitation classes
- Out-patient clinics

Tier 3

Tier 3 services are the first services the Health Board should suspend in the event of a prolonged major incident and in the interested of reallocating resources to Tier 1 business continuity.

Examples of Tier 3 services:

- Health promotion activities
- Training/study leave