



Maidstone and
Tunbridge Wells
NHS Trust

MTW EPRR

Annual Report

2023 - 2024

Version 1.0



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1. Introduction

Welcome to our annual report on Emergency Preparedness, Resilience & Response (EPRR) at Maidstone and Tunbridge Wells NHS Trust.

In the dynamic landscape of healthcare, preparedness is paramount. This comprehensive overview will detail our proactive measures, strategic initiatives, and collaborative efforts undertaken to fortify our Trust against unforeseen challenges. Join us as we reflect on the past year's achievements and outline our commitment to ensuring the safety and well-being of our patients and staff in the face of emergencies.

The report is divided into a number of sections covering key themes, reinforced by screenshots for ease of reading and support with understanding. These themes are as follows:

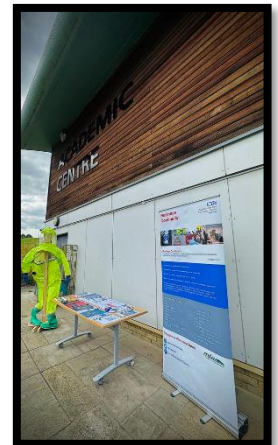
- **Staffing**
- **Emergency Plans – a modern approach**
- **Technology Innovation – EPRR**
- **Business Continuity**
- **Incident Response & Recovery**
- **Training and Exercising**

2. Staffing

The team has thrived with new experience and diverse thinking as a direct result of embracing two Student Emergency Planning Officers. This has enabled the team to modernise its approach to work delivery and enhance the Trusts ability to continue to streamline its resilience approaches. Both of our students have now moved on from the Trust, with one completing their degree at University, and the other relocating back home to seek a career in Emergency Planning.

Furthermore, an internal restructure has allowed the team to enhance its approaches by utilising the range of experiences offered from clinical and non-clinical perspectives.

The team continue to showcase opportunities within the team by attending career fairs, new staff inductions and talking to local schools about the importance of a resilience organisation.



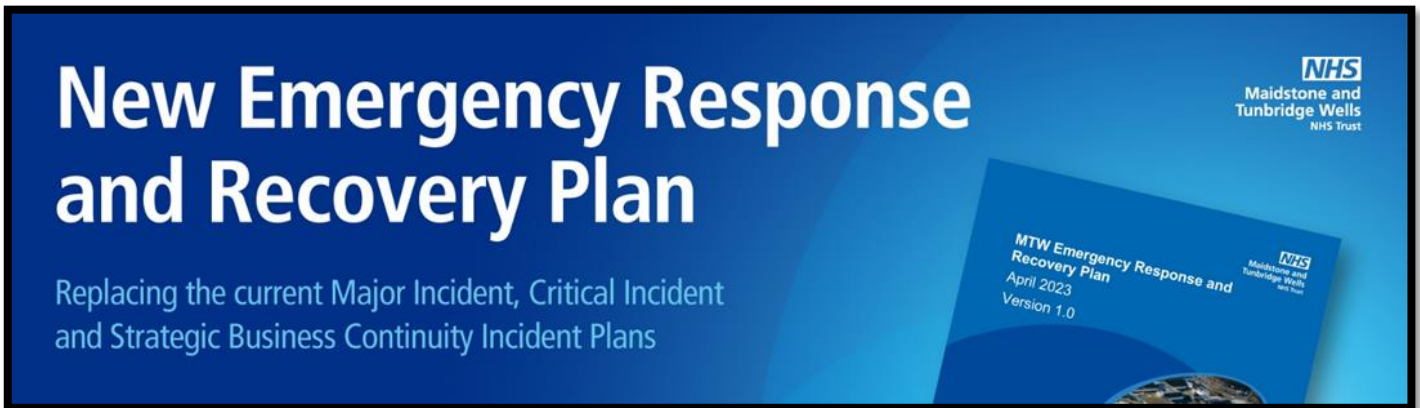
The EPRR Team at an Induction Day for Local Schools

3. New Plan Development

3.1. MTW Emergency Response & Recovery (ER&R) Plan

Keeping our patients and staff safe is paramount in everything we do. To enhance our ability to achieve this, the EPRR Team have completely redesigned the way in which it documents its responses to emergency situations. This new approach has been the catalyst for the creation of the new MTW Emergency Response and Recovery Plan. The main aim has been to streamline and modernise the way in which MTW responds to a multitude of incidents, embarking on a new approach of ‘out with the old, in with the new’.

MTW has become one of the first Trusts in the country to move towards this modern approach, a real leader in this field.



4. Technology Innovation – EPRR

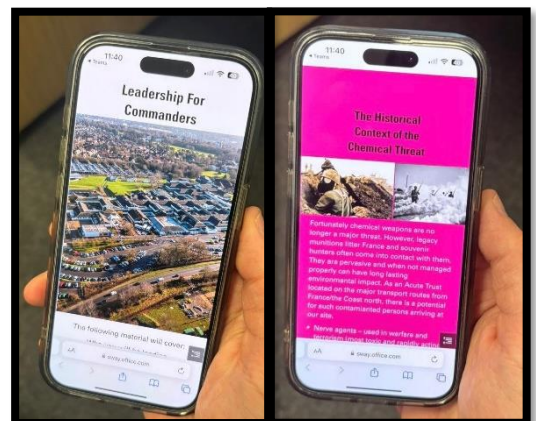
With all of us living in a technologically advanced society, where the use of electronic devices is becoming the norm, it is no surprise that we have had to ‘flow with the current’ when it comes to new ways of working in modern world.

Innovation and modernisation at Maidstone and Tunbridge Wells NHS Trust is vital to enhance patient care, streamline operations, and keep pace with advancements in technology. Embracing innovation improves treatment outcomes, increases efficiency, and allows us to provide cutting-edge services, ultimately contributing to better healthcare delivery and patient satisfaction. Additionally, it helps the Trust adapt to evolving healthcare challenges.

4.1. Microsoft Sway

The EPRR Team have begun the rollout of Microsoft Sway products to enhance the sharing of key emergency response related material in an interactive digitalised format. This develops learning through easy to read layouts with improved accessibility. In short, this means MTW staff have training material in the palm of their hand, on the go, wherever they are.

Furthermore, staff can easily scan QR codes and immediately bring up step by step response guides.



4.2. Microsoft Forms

Furthermore, in the spirit of technology, the team is currently developing Microsoft forms to deliver:

- Interactive training sessions to enhance learning experience through the use of live data
- Pre-reading and e-learning quizzes to identify knowledge gaps, and in turn tailor training to better suit the needs of recipients
- Evaluation of feedback to support the continuous professional development of our products

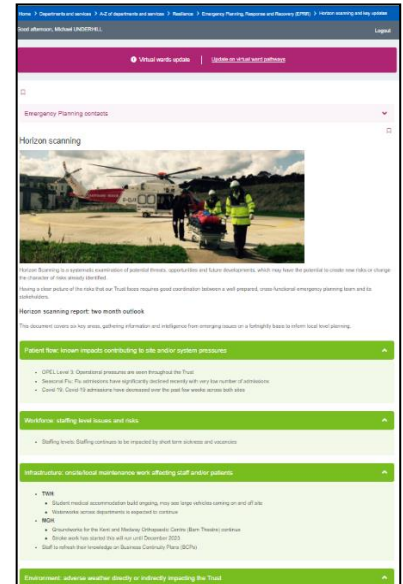
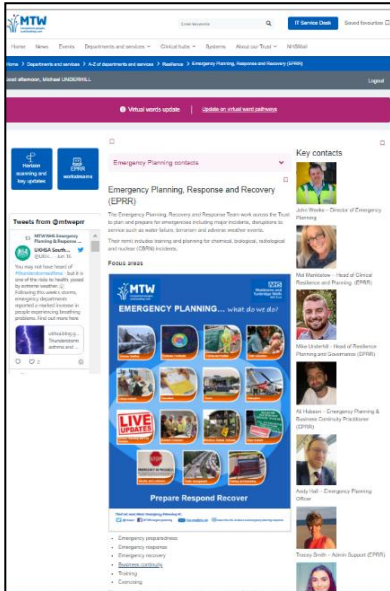
Finally, this allows us to reduce the use of paper within our team, ultimately reducing our carbon footprint as a service and in turn, making our Trust a resilient organisation for society in general.

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4.1. Intranet

As the team continue to innovate, MTW EPRR now have a presence on the new Trust intranet, including areas for:

- General EPRR Team information
- Horizon Scanning – for Commanders to keep continually updated on current risks associated with emergency planning
- Commander Continuous Professional Development and Scenarios
- Key workstream information (e.g. Adverse Weather, Business Continuity etc.)



5. Business Continuity

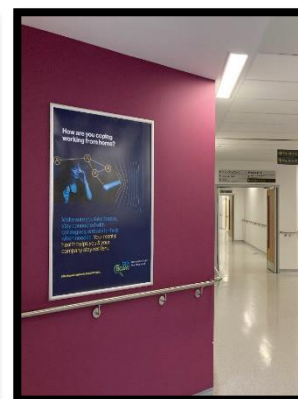
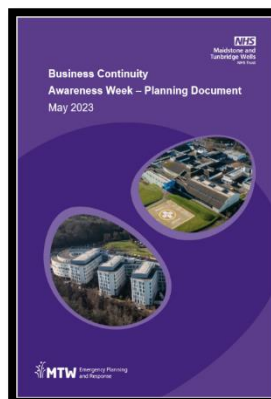
Business Continuity is a **must** within our organisation,

5.1. Business Continuity Awareness Week

Business continuity in at Maidstone and Tunbridge Wells NHS Trust is crucial to ensure uninterrupted healthcare services during unforeseen events like those overleaf. It safeguards patient care, maintains critical operations, and upholds the hospital's ability to respond effectively to emergencies, ultimately preserving public health.

MTW EPRR Team took part in the national Business Continuity Awareness Week by sending out daily communications and quizzes, including video interviews with various Directors, Chiefs and operational staff.

Furthermore, a Survey Monkey was shared to gather information on Business Continuity knowledge across the Trust, as well as imagery on electronic screens and screensavers on all Trust computer devices.



6. Incident Response & Recovery

The EPRR team have provided Tactical Advisor support to Tactical Commanders over the last year. The below imagery and overviews provide a flavour for how the Trust continues to operate even during times of adversity.

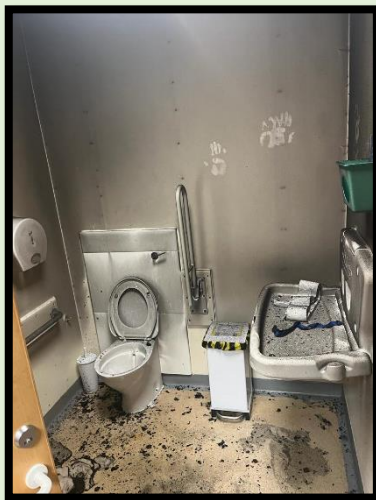
6.1. Ambulance Bay Flooding – Maidstone Hospital



As a result of sudden intense rainfall, we experienced flooding within our ambulance bays at Maidstone Hospital. This resulted in difficulties when offloading patients from emergency vehicles and into our departments.

We were supported by Kent Fire and Rescue Service who safely pumped the water away from the location. A perfect example of working with our partners in the emergency services.

6.3. Fire in our Oncology Centre – Maidstone Hospital



A fire was deliberately started within one of our toilets within the Oncology Department at Maidstone Hospital. As a result of swift action from our Security and Portering Teams, the fire was extinguished before it could spread, with multi-agency involvement from the likes of Police and Fire Service...a prime example of further strengthening our partnership working.

6.2. Car Fire – Maidstone Hospital



A member of the public was exiting the Hospital when their car suddenly caught fire. Fortunately, nobody was hurt but this caused challenges with staff and school children utilising the bus service on site, as well as ambulances leaving Maidstone Hospital.

Temporary diversions had to be implemented. Coordinated multi-agency working in a collocated manner was essential to the success of returning to normality within hours.

6.4. Amber Heatwave affecting Maidstone and Tunbridge Wells NHS Trust



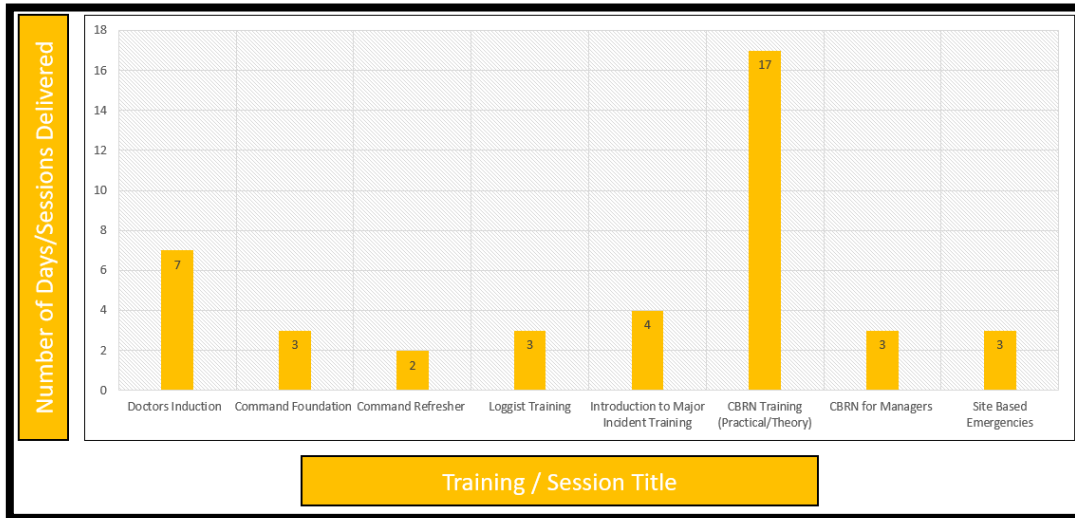
During heatwaves in the local area, we see increased admissions due to heat-related illnesses. Vulnerable people, particularly the elderly, may experience worsened health conditions during this time. Adequate preparation and resource allocation became crucial to ensure our hospitals effectively managed the heightened demand during the heatwave.

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7. NHS Trust sites Training & Exercising

7.1. Training Delivery

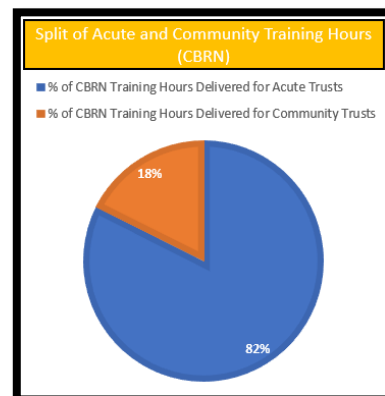
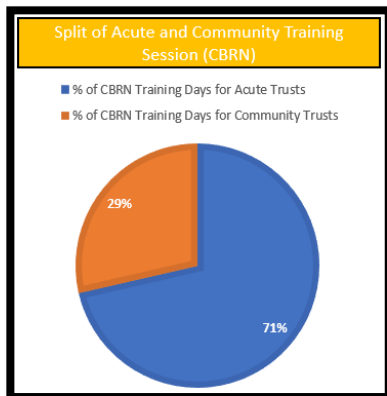
MTW EPRR continue to roll-out multiple training sessions to its staff and surrounding Trusts. These include:



In summary, the above equates to:

- **Number of Training Days Completed 2023-2024: 42**
- **Number of Hours Spent Delivering Training (excluding administration): 190**

In addition to this, we have carried out Chemical, Biological, Radiological and Nuclear (CBRN) training for the Community Urgent Treatment Centres and we continue to deliver spontaneous training to departments in house, including supernumerary staff within clinical departments. The below graphs provide an overview of how we have split our CBRN training sessions across Acute and Community audiences, as well as the comparison of hours spent delivering these across both Trust types:



The future of training is that all deliverable material will be available on IT platforms for staff 24/7, whilst ensuring the target audience have confidence in accessing the necessary response documentation.



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7.2. Exercising Delivery

Additionally, the EPRR Team have designed and delivered multiple exercises over the last year, including:

7.3. Exercise Neptune 2 – Water Outage Exercise



7.4. Exercise Springfield 1 – CBRN Exercise



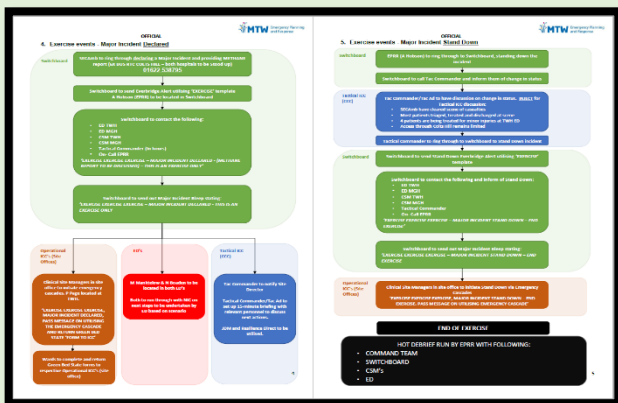
7.5. Exercise Polar 3 – Winter Preparedness Exercise



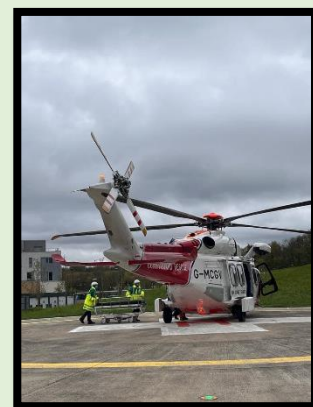
7.6. Industrial Action Exercise – To enhance preparedness during periods of Industrial Action



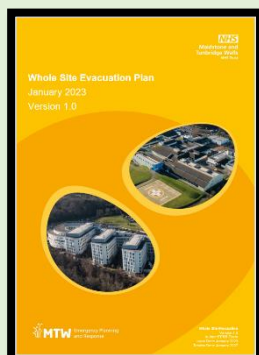
7.7. Mass Notification System Exercises – Everbridge...our electronic mass notification system



7.8. Coastguard Casualty Exercise



7.9. Department Evacuation Exercise (Live)



7.10. Wildfire Exercise (Table top)

