

EPRR Communication & Information Management

Reference Number: F4887
Date of Response: 22/09/2022

Further to your Freedom of Information Act request, please find the Trust's response, in **blue bold text** below:

Royal Devon's Eastern FOI Office Response

Communication and information management

Emergency internal and external communication

1. Any record that switchboard operators have received training in the emergency response plan(s) with regard to emergency communications. (Can be answered yes / no.) **YES.**
2. The date(s) of the most recent test(s) of switchboard with regard to emergency communications. (Can be answered with a date or dates.) **23/08/22.**

External stakeholder directory

3. Any record of the existence of a current directory of contact information of external stakeholders and emergency support services available to any Incident Coordination Centre staff, switchboard operators and other key hospital staff in an emergency. (Can be answered yes / no.) **YES.**
4. Any record of when the directory was most recently updated. (Can be answered with a date or dates.) **05/09/2022**

Procedures for communicating with the public and media

5. Any record of the existence of current procedure(s) for communicating with the public and media in case of an emergency or disaster. (Can be answered yes / no.) **YES.**
6. Any record of whether spokespersons have received specific media training. (Can be answered yes / no.) **YES.**
7. The date(s) of the most recent exercise(s) to test the above procedure(s). (Can be answered with a date or dates.) **MAY 2022**

Management of patient information

8. Any record of the existence of procedures to ensure continuity of medical record-keeping, timely access to patient data, secure storage of confidential information and back up procedures in the event of an emergency. **YES.**

9. Any record of whether personnel have received training in such procedures. **YES.**

10. Any record of whether resources are in place for implementation of such procedures. **YES.**