

Tunstall Healthcare Business Continuity

Tunstall maintains a detailed Business Continuity and Disaster Recovery (BCDR) Plan which covers all Tunstall's critical systems and technical and physical infrastructures.

All critical systems are replicated across two geographically separate sites with each site maintaining a dedicated Business Continuity Planning Centre for use by staff in the event of a Disaster Recovery scenario. Data is backed up in real time to ensure that all client data remains immediately available to the secondary site with no loss of facility to clients and service users.

The plan is reviewed and updated annually or when a substantial change occurs that has an effect on the details within the plan.

The BCDR plan is tested biannually using a mixture of real and desktop scenarios, the results of which are documented and fed into the review process.

There has never been a need to instigate these comprehensive measures. However should there be an occasion when normal operation is compromised, all customers will be informed immediately of the potential threat to services by the management team.

Tunstall's Information Systems Director has overall responsibility; the Information Systems team have responsibility for the implementation of the technical recovery systems.

Heads of individual business units are responsible for the implementation of the plan within their specific business unit and for communication with staff throughout their area of responsibility.

Additional Contingency Plans

Where required, the plan is augmented by additional plans designed to mitigate specific events. For example, Tunstall instigated an additional plan for business continuity in the event of a Swine Flu Epidemic, and an Influenza Pandemic mitigation plan remains in place.

Tunstall has a policy of dual sourcing for key products, components and services therefore ensuring continuity of Tunstall's supply chain.

Plans to Combat Potential Negative Circumstances

The most dangerous risks to service delivery are the unknown ones – by their very nature they are difficult to mitigate, and for this reason Tunstall's continuous improvement efforts focus on learning lessons from everything we do. Our extensive experience of delivering identical services to those being procured has enabled us to hone our methodologies into robust, scalable practices which mitigate all risks as far as possible.

Any new incidents feed into revisions to our business continuity plan, and contingency measures are defined and implemented as they arise as part of our continuous improvement activities.

For example, Tunstall instigated an additional plan for business continuity in the event of the swine flu epidemic which has been further developed to assess and mitigate any wider risks to the health of our workforce and the people we serve.