

**NLBSS & NHS England (London)**

**Proposed Communication Pathway for Partner Organisations**

| Scenario  | Action/Risk Mitigation  | Who to Inform Immediate  | Who to De-brief  | Further Actions   |
|---|---|--|--|---|
| <ul style="list-style-type: none"> <li>• Clinical risk to individual(s) or staff</li> <li>• Breach of quality standards</li> <li>• External Risk identified at mobile site</li> </ul> | <ul style="list-style-type: none"> <li>• Service to assess risk – where deemed necessary service to be suspended from specified site.</li> <li>• All women to be contacted by phone and offered alternative where their appointment falls within 4 weeks period</li> <li>• All other women possibly affected to be written to with alternative booking</li> <li>• Provider to assess alternative sites, increase capacity at existing static sites</li> </ul> | <ul style="list-style-type: none"> <li>• Provider to liaise with QA and Commissioner</li> <li>• Commissioner to advise CCG Lead</li> </ul> | <ul style="list-style-type: none"> <li>• If suspension longer than 3 months Commissioner to advise Director of Public Health and relevant Boards/ Committee’s</li> </ul> | <ul style="list-style-type: none"> <li>• Depending on length of service suspension action plan detailing mitigation to be shared with all parties</li> <li>• Where suspension of service likely to be permanent Commissioner to liaise with all parties on requirements for consultation</li> </ul> |

