

Silver Command Group:	Communications
Purpose:	To provide an overview of decisions made by COVID-19 Silver Command Groups since the last Board meeting on 25 March 2020. The SBARs must provide a clear statement of the risks associated with any proposals / decisions, any actions required of the Board, or assurance being provided.
Author:	Calvin Brown, Communications Silver Commander
Date of Board Meeting	29 th April 2020

<p><u>Situation</u></p> <p>The Communications Silver Command Group has made a number of decisions during the current incident of which Board members should be aware.</p>
<p><u>Background</u></p> <p>The Communications Silver Group meets weekly and is commanded by the Director of Communications.</p> <p>The Silver Command includes representation from HR, Salus occupational health, staff side, complaints, knowledge services, and health and social care communications managers.</p> <p>It has one Bronze Group – the daily Operational Communications Team meeting.</p> <p>A daily update report is provided Monday to Friday to the Gold Command.</p>
<p><u>Assessment</u></p> <p>Within Communications Silver and Bronze commands the following key decisions have been taken in light of the incident:</p> <ul style="list-style-type: none"> • Freedom of Information requests – Emergency legislation was implemented from 7 April 2020 which extends the deadline for responding to FOI requests from 20 to 60 working days. It was agreed that the lead FOI Officer would work with services to support them to progress request as far as possible at this time and communicate with applicants regarding timescales and expectations. • MSP, MP, councillor and Scottish Government correspondence – A streamlined internal process was agreed and implemented to expedite responses to COVID-19 enquiries. The main topics have been Personal Protective Equipment, shielding and testing. From 26 March 2020 to 27 April 2020 a total of 111 MSP/MP/SG enquiries were received on COVID-19. • Website support – Additional website resource has been put in place in excess of existing budgets which has enabled daily updating of the website in response to changes in service information and advice for the public.

- Seven-day working / On call – The Communications Department implemented seven-day working during April 2020 in response to the volume of enquiries at the weekend. This has now been stood down following a reduction in weekend enquiries.
- Filming/interview requests – The overall volume of media requests for access to NHS Lanarkshire premises and staff has been extremely high during the incident. Significant filming requests have been jointly considered with the Clinical Silver Command Groups. BBC News filming at University Hospital Wishaw, broadcast on 20 April 2020, and a BBC documentary at University Hospital Monklands, which will take place over a number of months and be broadcast at a later date, have been approved.

The financial impact of all decisions have been captured and reported to the Finance Silver Command group.

Risk assessments have been undertaken where appropriate and included in the COVID-19 Risk Register.

Recommendations

Board members are asked to note the decisions made by Communications Silver Command during the current Incident.