

NHS LANARKSHIRE INCIDENT RISK REGISTER TOOLKIT

INCIDENT					BREXIT				PAN LANARKSHIRE				START DATE			01/03/2019			CLOSED		
CREATED		REVIEWED			DESCRIPTION	RISK & THREAT ASSESSMENT				RISK CALCULATION			CONTROLS								
REF ID No	DATE	TIME	DATE	TIME		PRIMARY HARM	SECONDARY HARM	TERTIARY HARM	AT RISK GROUP(S)	IMPACT	PROB.	RATE	ACTION	COMMAND OVERSIGHT	RISK OWNER COMMAND GROUP	MITIGATION	COMMENTS	STATUS			
CLPHM09	02/10/2019		16/08/2020		There is a risk that EU Withdrawal will result in disruption to medicine supply routes. Medicines are prescribed by a range of clinical professionals in Acute division and Primary Care. Medicines are dispensed by a network of community pharmacies. Medicine shortages will impact on ability to maintain provision of patients usual medicines which may require changes to their clinical management.	DISRUPTION	REPUTATION	DISRUPTION	PATIENT	3	4	12	MANAGE & MITIGATE	TACTICAL	CLINICAL	1. Bronze Command Group established as part of the Board structures includes representation from all pharmacy leads and Community Pharmacy. 2.Process to manage MSAN notifications coming to Board from Scottish Government in place. 3. Central Shortages Register established and maintained on R drive. 4. Operational Response Plans developed for primary Care and Acute Division- includes impact assessment and communication cascade.		LIVE			
CLPHM10	02/10/2019		16/08/2020		Increased cost of medicines as a result of fluctuating tariffs, reduced access to over the counter medicines and additional staffing resource requirements will create additional financial burden for the organisation.	FINANCIAL	DISRUPTION	REPUTATION	PEOPLE & ORGANISATION	3	4	12	MANAGE & MITIGATE	TACTICAL	CLINICAL	1.Prescribing Budgets are monitored routinely via a robust governance structure. 2.Horizon scanning at National level. 3. Locality prescribing teams flexibility in responding to shortages and managing pressures at GP practice level.		LIVE			
CLPHM11	02/10/2019		16/08/2020		Additional staffing resources required to assess, monitor and manage medicine shortages will have an impact on the day to day workload of the pharmacy departments and impact on the delivery of the Prescribing Strategy	FINANCIAL	DISRUPTION	REPUTATION	STAFF & PATIENTS	3	3	9	MONITOR & MANAGE	OPERATIONAL	CLINICAL	1. Medicines shortage operational response plans in place to ensure efficient use of resources.		LIVE			
CLPHSC12			01/12/2020	12.34	There is a risk of disruption to the supply chain for essential medications prescribed by GPs, Consultants and Non-Medical Prescribers which are provided by all Primary Care Services and Mental Health Services.	DISRUPTION	DISRUPTION	REPUTATION	ORGANISATION	3	3	9	MONITOR & MANAGE	OPERATIONAL	CLINICAL	• Clinicians and Head of Pharmacy to determine prioritisation of prescriptions. • Services to refer to local Business Continuity Plans (BCP's) and Business Impact Assessments (BIA's)		LIVE			
CLPHSC13			01/12/2020		There is a risk of disruption to the supply chain for medical equipment and sundries such as dressings, cleaning products, single use items, continence products and personal protective equipment.	DISRUPTION	DISRUPTION	REPUTATION	STAFF & PATIENTS	4	3	12	MANAGE & MITIGATE	TACTICAL	CLINICAL	• Procurement to assess areas of risk in relation to possible disruption, as well as scoping alternatives or implementing existing contingencies, and to cascade this information to service leads. • Prioritisation process to be conducted by Procurement and Service Leads. • Robust Stock Control processes to be in place in each locality/service area. • Scope potential for procurement of reusable equipment where decontamination is possible. • Services to refer to local Business Continuity Plans (BCP's) and Business Impact Assessments (BIA's)		LIVE			
CLJ01	02/12/2020	12:00	01/12/2020		There is a risk of public disorder / protesting emerging if the socio-economic impacts from Brexit materialise and create discontent which could be exacerbated by the current Covid-19 effects and vice versa. This potentially could impact on healthcare if events disrupt delivery of services, impact on staff getting to work, threaten the safety of staff and increased emergency care provision if violence occurs.	DISRUPTION	INJURY	PATIENT CARE	PEOPLE & ORGANISATION	3	3	9	MONITOR & MANAGE	OPERATIONAL	CLINICAL	1.Oversight of intelligence through LRP with the ability to take mitigating action specific to any known developing or arranged public protests. 2.Invoke planning for A&E if scale of discontent or protests escalate 3.Work in partnership with police to protect healthcare premises, staff and ultimately patients. 4.Communication with staff on responses and safety		LIVE			

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HR/01	20/08/2020	12:00	01/12/2020		Overseas study leave	OTHER SEE COMMENTS	REPUTATION	LEGISLATIVE DUTIES	ORGANISATION	2	4	8	MONITOR & MANAGE	OPERATIONAL	HUMAN RESOURCES	Policy and process requires to be updated and ready for implementation.	When Brexit occurs, there may be a significant increase in recoding/approval of training outwith the UK	LIVE
HR/02	02/10/2019		01/12/2020		Recruitment and retention. - Loss of and difficulty in recruiting staff. This may be a direct impact on NHS Lanarkshire workforce or secondary impacts due to issue affecting key partners.	DISRUPTION	DISRUPTION	REPUTATION	ORGANISATION	2	2	4	MONITOR & MANAGE	OPERATIONAL	CLINICAL	Full review of staff and facilitation of the settlement status	Not expected to be immediate but may have long term impact	LIVE

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PH/01	02/10/2019		02/12/2020		Risk to key Public Health service delivery. - Due to interruption to availability of medicines, vaccines PPE and essential consumable items. This has direct impact on service delivery and may lead to increased risk of existing public health threats. Value of pound and budget pressures may increase risks.	DISRUPTION	LEGISLATIVE DUTIES	REPUTATION	PEOPLE & ORGANISATION	3	3	9	MONITOR & MANAGE	OPERATIONAL	PUBLIC HEALTH	currently under review	Risk transferred over from Clinical (Ref CL/PH/01) on 08/12/2020	LIVE
PH/02	02/10/2019		02/12/2020		Risk of misinformation and perception of issues and problems. - Increases likelihood of problems being exacerbated by people believing there to be an issue where none exists. Potential impacts include panic buying, stockpiling leading to short supply for end users/consumer. This may also increase non-attendance at clinics, support services etc.	DISRUPTION	DISRUPTION	REPUTATION	PEOPLE & ORGANISATION	3	2	6	MONITOR & MANAGE	OPERATIONAL	PUBLIC HEALTH	currently under review	Risk transferred over from Clinical (Ref CL/PH/02) on 08/12/2020	LIVE
PH/03	02/10/2019		02/12/2020		Disrupted supplies of medicines and equipment. - Increased risk of spread of disease with subsequent increase in demand. Reversal of progress in a number of health improvement initiatives. Loss of public confidence leading to disengagement particularly from traditionally hard to reach groups.	DISRUPTION	INJURY	REPUTATION	PEOPLE & ORGANISATION	3	2	6	MONITOR & MANAGE	OPERATIONAL	PUBLIC HEALTH	currently under review	Risk transferred over from Clinical (Ref CL/PH/03) on 08/12/2020	LIVE
PH/04	02/10/2019		02/12/2020		Widening inequalities, including health inequality. Particularly affecting the most vulnerable in society. - Causes linked to a range of issues including job losses, service disruption, reduced income and increased poverty exacerbated by widespread increases in prices of essential items including food and fuel.	INJURY	DISRUPTION	DISRUPTION	PEOPLE & ORGANISATION	2	2	4	MONITOR & MANAGE	OPERATIONAL	PUBLIC HEALTH	currently under review	Risk transferred over from Clinical (Ref CL/PH/04) on 08/12/2020	LIVE
PH/05	02/10/2019		02/12/2020		Recruitment and retention. - Loss of and difficulty in recruiting staff. This may be a direct impact on NHS Lanarkshire workforce or secondary impacts due to issue affecting key partners.					2	2	4	MONITOR & MANAGE	OPERATIONAL	PUBLIC HEALTH	currently under review	Risk transferred over from Clinical (Ref CL/ph/05) on 08/12/2020	LIVE
PH/06	02/10/2019		02/12/2020		Increase in blood borne viruses and sexually transmitted diseases. - Due to loss of or perceived loss of preventative initiatives.	DISRUPTION	REPUTATION	INJURY	PEOPLE & ORGANISATION	2	1	2	TOLERATE & MONITOR	OPERATIONAL	PUBLIC HEALTH	currently under review	Risk transferred over from Clinical (Ref CL/PH/06) on 08/12/2020	LIVE
PH/07	02/10/2019		02/12/2020		Increase in substance and alcohol abuse and potentially use of more harmful illegal substances. - Due to loss of or perceived loss of preventative measures. Potential links to growing equality gap and mental health issues. If normal supply of legal substances is reduced - alternatives such as drugs contaminated with anthrax may re-appear in supply chain.	INJURY	DEATH	REPUTATION	PEOPLE & ORGANISATION	2	1	2	TOLERATE & MONITOR	OPERATIONAL	PUBLIC HEALTH	currently under review	Risk transferred over from Clinical (Ref CL/PH/07) on 08/12/2020	LIVE
PH/08	02/10/2019		02/12/2020		Increase in incidence of mental health and associated problems. - Stress of managing impacts may lead to increased incidence of mental health issues. Increased demand would impact capacity to treat patients. Disruption to or loss of supply of medication may have negative impact and affect capacity to provide effective treatment.	INJURY	DEATH	REPUTATION	PEOPLE & ORGANISATION	2	1	2	TOLERATE & MONITOR	OPERATIONAL	PUBLIC HEALTH	currently under review	Risk transferred over from Clinical (Ref CL/PH/08) on 08/12/2020	LIVE

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CH/01	08/12/2020	12:00			Disruption to continuity of service provision provided by 3rd parties (care homes, care@home) resulting from increasing costs of interruption of essential supplies with potential for deterioration of health, creating increased demand for the NHS.	DISRUPTION	PATIENT CARE	REPUTATION	PEOPLE & ORGANISATION	4	3	12	MANAGE & MITIGATE	TACTICAL	CARE HOMES	<ul style="list-style-type: none"> <li>Care Homes/3rd Sector organisations to assess and prioritise procurement and storage of all equipment, sundries, food, and items essential to service delivery</li> <li>H&amp;SCP to engage with Care Home Liaison staff to ensure plans are in place.</li> <li>Apply similar assessment of priority for fuel, food etc for Care Homes/3rd Sector staff as for H&amp;SCP.</li> </ul>	Risk transferred over from Clinical (Ref CL/PHSC/16) on 08/12/2020	LIVE

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FC/01	16/06/2020	09:00			There is a risk that there will be adverse financial impact on NHSL resulting from EU Withdrawal as a consequence of a range of issues including eg supply chain problems, pound devaluing, however, there remains an uncertainty regarding the nature of how or where the highest level of impact is likely to be and therefore difficult in quantifying at this stage.	FINANCIAL	DISRUPTION	REPUTATION	ORGANISATION	3	4	12	MANAGE & MITIGATE	TACTICAL	FINANCE	<ul style="list-style-type: none"> <li>Continuous review of progression of negotiations</li> <li>Higher vigilance regarding current financial position and impact from Covid-19</li> <li>Continuous assessment and management of the supply chains as far as is reasonably possible at this point in time</li> </ul>		LIVE

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2	21/10/2019		30/11/2020			Risk of 'scaremongering' or misrepresentation by some sections of the media/stakeholders	DISRUPTION	DISRUPTION	DISRUPTION	ORGANISATION	3	1	3	TOLERATE & MONITOR	OPERATIONAL		Comms strategy devised with clear messaging to set out organisation's position. The Comms team at NHSL will also take guidance from national partners to ensure consistency of messaging.	
3	21/10/2019		30/11/2020		Risk of sensitive material pertaining to preparations being leaked to media/stakeholder	REPUTATION	DISRUPTION	REPUTATION	ORGANISATION	3	1	3	TOLERATE & MONITOR	OPERATIONAL		Comms plan devised with clear messaging to set out organisation's position. The Comms team at NHSL will also take guidance from national partners to ensure consistency of messaging.		LIVE

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IDT/01	14/02/2019		30/11/2020	12:00		There is a risk in the event of a no deal "brexit" that NHSL experiences issues relating to personal data held outwith the UK	REPUTATION	FINANCIAL	REPUTATION	PEOPLE & ORGANISATION	2	2	4	MONITOR & MANAGE	OPERATIONAL	INFO. & DIGITAL TECH.	Review and up-date the Information Asset register with details of data flow and location of data. Review Data flows of systems with the aim of identifying any that are from the EEU to UK Review contracts of systems. Seek assurance from NSS that no national systems used by NHSL are vulnerable in this respect.	
IDT/02	20/08/2020	12:00	30/11/2020		There is a risk to the disruption of the the supply chain for products and services as a result of a "no deal" brexit.	DISRUPTION	DISRUPTION	REPUTATION	ORGANISATION	2	2	4	MONITOR & MANAGE	OPERATIONAL	INFO. & DIGITAL TECH.	Complete key procurement exercises by 31 December. Link with NHSL Procurement and NP to minor potential risk		LIVE

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LOG/O1	16/08/2019		26/10/2020		Maintenance - Estate Availability of parts is held up delaying repairs to equipment and may impact on patient services	DISRUPTION	DISRUPTION	REPUTATION	STAFF & PATIENTS	2	2	4	MONITOR & MANAGE	OPERATIONAL	LOGISTICS	Close and regular communication with specialist contractors regarding parts awaited from Europe. Where parts are known to be critical, spares will be retained / ordered.		LIVE
LOG/O2	16/08/2019		09/10/2020		Hotel Services - Catering Supply Chain Reduced - National Procurement Lack of availability of produce for patient catering	DISRUPTION	DISRUPTION	REPUTATION	STAFF & PATIENTS	1	2	2	TOLERATE & MONITOR	OPERATIONAL	LOGISTICS	NHSS Food contracts, purchase food products produced in EU. NHSL Hold 10 day's stock of items at Monklands, community hospitals and health centres. Supported by NHSL procurement team seek local suppliers: Reduce Patient Menu Choice, Reduce/Cease all non-patient catering activity & Regular communication with NHSS procurement		LIVE
LOG/O3	16/08/2019		09/10/2020		Hotel Services - Domestic Supply Chain Reduced - National Procurement Delay in supply of consumables for domestic services impacting on patients and clinical services	DISRUPTION	DISRUPTION	REPUTATION	STAFF & PATIENTS	1	2	2	TOLERATE & MONITOR	OPERATIONAL	LOGISTICS	NHSS contracts purchase consumables items produced in EU Food, i.e. Waste Bags, Toilet Tissue, Paper Towels, Soap, Cleaning Chemicals. Impact clinical activity. NHSL Hold 10 days stock of items at Monklands, community hospitals and health centres. Supported by NHSL procurement team seek local suppliers. Regular communication with NHSS procurement		LIVE
LOG/O4	16/08/2019		23/10/2020		Waste management Supply Chain Reduced - National Procurement Delay in the supply of consumables (Bags, sharps bins etc)	DISRUPTION	DISRUPTION	REPUTATION	STAFF & PATIENTS	1	2	2	TOLERATE & MONITOR	OPERATIONAL	LOGISTICS	The supply of consumables (Bags, sharps bins etc) fall under NSS procurement contingencies. Weekly conference call with NSS contingency team to address any potential shortfall in the supply of consumables.		LIVE
LOG/O5	16/08/2019		26/10/2020		West of Scotland Laundry - Linen services to Consortium (Lanarkshire, Ayrshire & Arran, Dumfries & Galloway & State Hospital). Current non UK origin EU staff may be unable to reside in the UK following Brexit	DISRUPTION	DISRUPTION	REPUTATION	STAFF & PATIENTS	1	2	2	TOLERATE & MONITOR	OPERATIONAL	LOGISTICS	In line with HR guidance all relevant staff has been given advice on applying to stay in the UK through the EU Settlement Scheme.  We also have the ability to employ staff through local agencies to cover short term needs.  Longer term we don't believe we would have any problem attracting, employing and training staff of UK origin		LIVE
LOG/O6	16/08/2019		26/10/2020		West of Scotland Laundry - Linen services to Consortium (Lanarkshire, Ayrshire & Arran, Dumfries & Galloway & State Hospital). A loss of linen replacement items currently sourced from Portugal (approx. 50%) could negatively impact the service.	DISRUPTION	DISRUPTION	REPUTATION	STAFF & PATIENTS	1	2	2	TOLERATE & MONITOR	OPERATIONAL	LOGISTICS	Following discussions from the sole supplier MIP and National Procurement (National Contract in place) assurances have been given that they will be able to source outwith the EU. They are a worldwide company and have numerous sourcing opportunities in the Far East. National Procurement are also in regular contact with MIP receiving updates on their efforts and MIP have issued a letter advising of their confidence in the "robustness of their supply chain"		LIVE
LOG/O7	16/08/2019		26/10/2020		West of Scotland Laundry - Linen services to Consortium (Lanarkshire, Ayrshire & Arran, Dumfries & Galloway & State Hospital). A loss of chemicals required to carry out the necessary wash processes could negatively impact the service.	DISRUPTION	DISRUPTION	REPUTATION	STAFF & PATIENTS	2	2	4	MONITOR & MANAGE	OPERATIONAL	LOGISTICS	We currently use only one company, Christeys to supply all chemicals for linen processing. Regular updates have been received and they have a dedicated cross business / functional 'Brexit Action Team' working to assess the potential impacts and to pro-actively address these. Many of their products are manufactured in the UK for UK customers however they do import products and raw materials from Europe and non-EU countries and this from a "robust supply chain"		LIVE
LOG/O8	16/08/2019		26/10/2020		West of Scotland Laundry - Linen services to Consortium (Lanarkshire, Ayrshire & Arran, Dumfries & Galloway & State Hospital). A loss of equipment spares and engineering support by specialist contractors impacts on production	DISRUPTION	DISRUPTION	REPUTATION	STAFF & PATIENTS	2	1	2	TOLERATE & MONITOR	OPERATIONAL	LOGISTICS	A request has been made to specialist contractors to advise us on their contingency plans in the event of a Brexit "no deal" and we await a response. Jensen is of Danish origin with worldwide business coverage therefore it's believed unlikely that there will be a problem to source specific Jensen only spare parts.  Often spares can be sourced out with the original machine supplier making the risk of failure lower.		LIVE
LOG/O9	16/08/2019		26/10/2020		Supplies Potential for disruption to supply of goods in the event that a no deal Brexit causes an increase to supplier lead times	DISRUPTION	DISRUPTION	DISRUPTION	STAFF & PATIENTS	1	2	2	TOLERATE & MONITOR	OPERATIONAL	LOGISTICS	The mitigation plan is being co-ordinated by National Procurement (NP) as the sectoral 'centre of expertise' for NHS Scotland Health Boards. They are also working with the Department of Health and Social Care (DHSC) in England so that a UK-wide plan is in place with macro level solutions being put in place to mitigate against any supply disruption. Given the instruction from Scottish Government not to stockpile, individual Health Board action is limited. At a Scottish level, the National Distribution Centre (NDC) now has in place a 'national stock build' with 6-8 weeks' worth of stock for products supplied via the NDC which comprise most of our hospital supplies for fast moving, lower value clinical consumables and cleaning / janitorial products. Contingency plans have been developed between NP and suppliers covered by National Contracts. The Health Board has analysed its suppliers not covered by NP contracts or supplied via NDC and has flagged up a small number of suppliers who may be at risk and have fed this into the work that NP are doing on our behalf alongside the DHSC, feeding into the UK level plan, however supplier readiness information continues to be withheld at national level. We have taken all mitigating actions we can, given the firm instructions not to stockpile locally and we are now prepared to manage the situation if it becomes live. The risk rating given is highly subjective given that we are dealing with many 'unknown unknown' scenarios.		LIVE
LOG/O10	16/08/2019		26/10/2020		University Hospitals Wishaw & Hairyres Stonehouse Hunter/Housdworth/Kilsyth Health Centre Potential operational impacts of EU withdrawal	DISRUPTION	DISRUPTION	DISRUPTION	STAFF & PATIENTS	1	2	2	TOLERATE & MONITOR	OPERATIONAL	LOGISTICS	SERCO: No impact is envisaged by Serco given the demographics of the contract. ISS: At this stage ISS are envisaging a transitional period of perhaps two years for any changes to be fully implemented. During this time ISS would do everything in their power to ensure that their EU27 employees were given support in acquiring and maintaining their 'Right to Remain' status. We are following the situation closely. FES: There are no particular impacts on FES that can reasonably be assessed or mitigated against at this point. Stonehouse: We foresee no impact on operational delivery. HUBS: At present Sub Hub Co have encountered no issues in relation to EU withdrawal and at this stage we do not believe it will have any impact on the operational service provided. We will however continue to monitor the situation and carry out further assessments subject to more information being available.		LIVE



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LOG/11	16/08/2019		26/10/2020		University Hospitals Wishaw & Hairmyres Stonehouse Hunter/Housdworth/Kilsyth Health Centre Is your area already seeing impacts of EU withdrawal and, if so, what are you doing to mitigate these impacts?;	DISRUPTION	DISRUPTION	DISRUPTION	STAFF & PATIENTS	1	2	2	TOLERATE & MONITOR	OPERATIONAL	LOGISTICS	SERCO: No ISS: The only real impact we are seeing at this stage is the uncertainty that the process is having on the every aspect of the economy. All we can do to mitigate this is to keep everyone informed of the things that really affect us, and to try and allay fears arising from any ill-informed comments. A clear statement of intent from both the UK Government and Brussels would be welcomed. FES: No Stonehouse: We foresee no impact on operational delivery. HUBS: At present Sub Hub Co have encountered no issues in relation to EU withdrawal and at this stage we do not believe it will have any impact on the operational service provided. We will however continue to monitor the situation and carry out further assessments subject to more information being available.		LIVE
LOG/12	16/08/2019		26/10/2020		University Hospitals Wishaw & Hairmyres Stonehouse Hunter/Housdworth/Kilsyth Health Centre Have you identified any risks as a result of EU withdrawal? If yes, please describe;	DISRUPTION	DISRUPTION	DISRUPTION	STAFF & PATIENTS	1	2	2	TOLERATE & MONITOR	OPERATIONAL	LOGISTICS	SERCO: No ISS: The free movement of EU Nationals and their Right to Work is by far the biggest risk. Maintaining supply chains for food and other essential goods could also become an issue, but again, until a clearer picture emerges of the final withdrawal agreement, it is not easy to predict. FES: Unknown at this point in time. Stonehouse: We foresee no impact on operational delivery. HUBS: At present Sub Hub Co have encountered no issues in relation to EU withdrawal and at this stage we do not believe it will have any impact on the operational service provided. We will however continue to monitor the situation and carry out further assessments subject to more information being available.		LIVE
LOG/13	16/08/2019		26/10/2020		University Hospitals Wishaw & Hairmyres Stonehouse Hunter/Housdworth/Kilsyth Health Centre What more needs to be done now to ensure operational readiness in your area?;	DISRUPTION	DISRUPTION	DISRUPTION	STAFF & PATIENTS	1	2	2	TOLERATE & MONITOR	OPERATIONAL	LOGISTICS	SERCO: N/A ISS: Our national People & Culture (Human Resources) team are keeping a watching brief on the employment issues and will work with the local teams to ensure continuity of service. FES: Unknown at this point in time. Stonehouse: We foresee no impact on operational delivery. HUBS: At present Sub Hub Co have encountered no issues in relation to EU withdrawal and at this stage we do not believe it will have any impact on the operational service provided. We will however continue to monitor the situation and carry out further assessments subject to more information being available.		LIVE
LOG/14	16/08/2019		26/10/2020		University Hospitals Wishaw & Hairmyres Stonehouse Hunter/Housdworth/Kilsyth Health Centre Does your service have the data it needs to (a) plan for the impact of EU withdrawal on your workforce and the local services you provide; and (b) consider the future immigration status of non-UK EEA staff?;	DISRUPTION	DISRUPTION	DISRUPTION	STAFF & PATIENTS	1	2	2	TOLERATE & MONITOR	OPERATIONAL	LOGISTICS	SERCO: Same as question 1. Serco follow strict guidelines in regards to recruitment to ensure compliance. ISS: As an employer, ISS has a dynamic dataset on their employees and their current status. FES: Not applicable Stonehouse: We foresee no impact on operational delivery. HUBS: At present Sub Hub Co have encountered no issues in relation to EU withdrawal and at this stage we do not believe it will have any impact on the operational service provided. We will however continue to monitor the situation and carry out further assessments subject to more information being available.		LIVE
LOG/15	16/08/2019		26/10/2020		University Hospitals Wishaw & Hairmyres Stonehouse Hunter/Housdworth/Kilsyth Health Centre What is your area currently doing to communicate with and support EU27 staff?;	DISRUPTION	DISRUPTION	DISRUPTION	STAFF & PATIENTS	1	2	2	TOLERATE & MONITOR	OPERATIONAL	LOGISTICS	SERCO: N/A ISS: ISS is currently keeping its employees apprised of the situation, but there is little of substance that can be said until there is more clarity on the final agreement. FES: Not applicable. Stonehouse: We foresee no impact on operational delivery. HUBS: At present Sub Hub Co have encountered no issues in relation to EU withdrawal and at this stage we do not believe it will have any impact on the operational service provided. We will however continue to monitor the situation and carry out further assessments subject to more information being available.		LIVE