

Primary Care Controller Summary

PRIMARY EOC ACTIVATION

The Primary Emergency Operations Centre (EOC) will be activated upon notification by either the Canterbury DHB ECC or Civil Defence, or upon agreement of the Canterbury Primary Response Group (CPRG) in response to a major incident or emergency which requires higher than normal coordination and support of the overall emergency effort.

The Centre is deactivated when the crisis is no longer considered a threat or when primary services have reached a satisfactory level of operational function.

PRIMARY CONTROLLER – EVENT CHECKLIST

The sequence for activating the Primary EOC in response to a natural disaster such as an earthquake is as follows:

1. **Primary Care Controller** sends a text message to Initial Response Group, PHO Group, After Hours Group and District Nursing to determine the extent and impact of the event.
 - a. Members acknowledge receipt and gather information on the local situation in their area and text back to the Primary Care Controller as soon as possible.
 - b. EOC Manager to give 'heads up' text to EOC team. (See Coordinator notes next page.)

"You are receiving this because you are a member of the Primary Care Emergency Response team. A response may be required for [the event]. Please text back your name and the status of your sector or facility. I will advise if a teleconference is required. Thanks, [name]."

2. A teleconference is called by the **Primary Care Controller** to determine if an activation (or partial activation) of the EOC is warranted.
 - a. Teleconference participants: Initial Response Group, PHO Group, After Hours Group, District Nursing.
3. If an activation (or partial activation) of the EOC is warranted a decision is made as to its location.

"A teleconference has been called for [day, time]. Please dial 083033 and use the PIN 105495#."

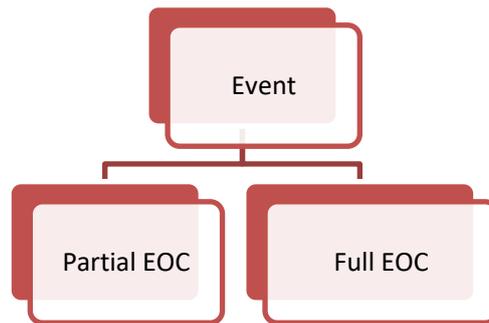
- a. The normal location for the EOC is at Pegasus Health (401 Madras St), but an alternate site is at Rural Canterbury PHO (567 Wairakei Rd) or Community & Public Health (310 Manchester St).
- b. The EOC Manager advises required members of the EOC staff the location and intended time of activation.

EMERGENCY RESPONSE TELECONFERENCE

CDHB EOC Teleconference: 083033 Pin - 983525# [changeable]

PEGASUS Teleconference: 083033 Host Pin - 129194#
Guest Pin - 105495#

Primary Care Controller Summary



Person/Role	Notes
INITIAL RESPONSE GROUP	
Phillip Schroeder	
Graeme McColl	
Megan Gibbs (CDHB)	
Kelly Robertson	
Tina Morrell	
Gareth Frew	
Carol Glover	
Deborah Callahan	
Lisa Brennan (EOC Manager)	
PHOs	
Vince Barry (Pegasus) Mark Liddle Jacky Percy	
Bill Eschenbach (RC PHO)	
Laila Cooper (CHC PHO)	
AFTER HOURS'	
Claire Mcquilken (24HS) Jasmine McKay (24HS)	
David Jones (Moorhouse)	
Angus Chambers (Riccarton)	
OTHER	
Annette Findlay (District Nursing)	

Primary Care Controller Summary

PRIMARY CARE CONTROLLER ROLE

The role of the Primary Care Coordinator (PCC) in an emergency response is the same, whether urban or rural, although the methods and mechanics of operation may vary. The role of the PCC is to:

- Communicate the goals of the emergency response.
- Coordinate the primary care response within the CDHB catchment.
- Provide the CDHB ECC with relevant information to assist with coordination of the overall response.
- Work with others in the health system, the emergency services, and other organisations that impact on the provision of community-based healthcare.
- Provide information updates to all primary care providers and, where appropriate, to the general public or Ministry of Health.
- Ensure capacity, capability and viability of the primary care workforce.
- Work with PHOs to provide pastoral support and business advice to primary care providers.
- Facilitate logistic support to primary care providers.
- Develop contingency plans to deal with potential large-scale health threats within the affected communities.
- Facilitate the transition from immediate response to the recovery phase of the health response.

EOC MANAGER (or OPS MANAGER ROLE)

The EOC Manager is '2IC' to the Primary Care Coordinator (PCC). If the lead EOC Manager is not available, the second on the list should be contacted. If neither of these are available, the Ops Manager becomes the EOC Manager. Upon receiving the initial text from the PCC, the EOC Manager will:

1. Give a 'heads up' to the EOC team by text to stand by.
2. Respond to PCC's request for information.
3. Participate in the teleconference, as directed.
4. If a *full* activation is **not** required the EOC Manager sends a 'stand down' text to the full EOC team.
5. If a *partial* activation is required, the EOC Manager will contact the required EOC team members, if any.
6. Alternatively, the team may wish to have further on-the-ground information from a particular region. In this case the EOC Manager may contact the Sector Coordinator(s) for this area and ask for a Situation Report (SitRep).

"You are receiving this as a member of the Primary Care EOC. We've had an event, but don't yet know the extent or response required. We will be in touch as soon as we know more."

"Thank you for your attention. No further Primary Care EOC actions are required at this stage."

"As an [e.g. east sector coordinator] we would like you to ring the practice and pharmacy contacts in your sector and find out [info req'd, e.g., open/closed, damage, etc.]. Please reply..."

"The EOC will be activated and established at [address] from [day, time]. Please respond to this text with your name and availability."

In the case of a *full* activation, the EOC Manager will:

1. Contact members of the EOC team to advise the location of the EOC and intended time of the activation. This may be via telephone, text message or email.
2. If team members are not available the next person in that role should be contacted.
3. Get a SitRep from each manager about conditions in their geographical area.
4. Participate in teleconference, as directed.

Primary Care Controller Summary

Note: The EOC, Pegasus Health and 24-Hour Surgery telephone systems can be switched into emergency mode where emergency and help line numbers can be diverted to Homecare Medical. All calls are answered by a nurse.

Contact Brian O'Connell at Homecare Medical on brian.oconnell@homecaremedical.co.nz or 027 664 5542 to make the arrangements and Pegasus ServiceDesk (ServiceDesk@pegasus.org.nz) to switch the phone over.

The CPRG **Incident Room** phone number is: **353-9966**.

The CPRG **Incident Room** email address is: incident@pegasus.org.nz OR eoc@cprg.org.nz

CANTERBURY PRIMARY HEALTH RESPONSE WEBSITE

<http://www.primaryhealthresponse.org.nz/>

Password = **Emergency**

CANTERBURY PRIMARY RESPONSE GROUP (CPRG) GOALS:

- To establish a collaborative and coordinated emergency response by General Practice, Community Pharmacies, Community Nursing and other Primary Health Care Providers within the Canterbury region.
- To provide coordinated community health services in support of the Canterbury District Health Board (CDHB).
- To work with the CDHB in the restoration of population health.
- To enhance resilience and the ability to maintain primary and community health services following any major health emergency.
- To activate an emergency response when required by the following means:
 - Activate and operate the Primary Care Emergency Operation Centre (EOC) when required
 - Coordinate the primary care component of any health response to an emergency situation or special event
 - Monitor and support recovery activity within General Practice, Community Pharmacy, Community Nursing and other Primary Health Care Providers following a major disaster or emergency as appropriate.

Primary Care Controller Summary

PRIMARY CARE CONTROLLER

Philip Schroeder
Rolleston Central Health
Dr
+64 03 347 2614 Work
+64 021 347 224 Mobile
+64 03 347 9018 Home
[philip.schroeder@rollestonhealth.co...](mailto:philip.schroeder@rollestonhealth.co.nz)

INITIAL RESPONSE GROUP

Graeme McColl
CPRG

0273294227 Mobile
033294237 Home
ilsogno@snap.net.nz
gmccoll@wadem.org

Kelly Robertson
Nursing Leader
+64 212275342 Mobile

033855541 Home
keldon47@xtra.co.nz
admin@cprg.org.nz
47 Fairway Dr



Gareth Frew
CCPG
Pharmacy Clinical Leader
Canterbury Community Phar...

03 374 1636 Work
021 826 101 Mobile
gareth.frew@ccpg.org.nz



Deborah Callahan
CCN
Integrated Services
03 353 0211 Work
021 414796 Mobile
03 359 7656 Home
deborah.callahan@ccn.health.nz
deborahmacnz@yahoo.co.nz



Tina Morrell
Pegasus Health
Web Applications Marketing ...

033741590 Work
021 0485954 Mobile
tina.morrell@pegasus.org.nz

Megan Gibbs
CDHB
Manager Business Continuity CDHB

027 2127361 Mobile
Megan.gibbs@cdhb.health.nz
megan.gibbs@cdhb.health.nz



Alex Shaw
Dr

027 4314226 Mobile
alfire261@icloud.com

Primary Care Controller Summary

Rural Health Managers:

 <p>Carol Glover Pegasus Rural Health Manager General Practice and Commu... 021 405788 Home Carol.Glover@pegasus.org.nz</p>	 <p>Bill Eschenbach Waitaha Health CEO 03 357 4970 Work 027 290 3090 Mobile Bill.Eschenbach@waitaha.health.nz</p>
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EOC MANAGER

 <p>Lisa Brennan Pegasus Health General Practice Operations ... 03 374 1694 Work 027 262 9796 Mobile Lisa.Brennan@pegasus.org.nz</p>	<p>Laila Cooper 027 381 8000 Laila_Cooper@chchpho.org.nz Paul.Laila.Cooper@xtra.co.nz Unit 16/27, Waterman Place, Ferrymead Christchurch New Zealand PO Box 120, Woodend 7641 North Canterbury New Zealand</p>
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OR

PHOS

 <p>Bill Eschenbach Waitaha Health CEO 03 357 4970 Work 027 290 3090 Mobile Bill.Eschenbach@waitaha.health.nz</p>	 <p>Craig Watson Waitaha Health Business Manager 027 808 7019 Mobile Craig.Watson@waitaha.health.nz</p>
<p>Vince Barry Pegasus Health Chief Executive Officer +64 33539931 Work +64 272855932 Mobile Vince.Barry@pegasus.org.nz</p>	<p>Laila Cooper 027 381 8000 Laila_Cooper@chchpho.org.nz Paul.Laila.Cooper@xtra.co.nz Unit 16/27, Waterman Place, Ferrymead Christchurch New Zealand PO Box 120, Woodend 7641 North Canterbury New Zealand</p>

Primary Care Controller Summary

AFTER HOURS CLINICS

 <p>Claire McQuilken Pegasus Health 24 Hrs Operations Manager</p> <p>03 363 8841 Work 021 480 588 Mobile Claire.Mcquilken@pegasus.org.nz</p>	 <p>Jasmine MacKay Pegasus Health Clinical Lead 24 Hour Surgery</p> <p>021 529 961 Mobile jasmine.mackay@pegasus.org.nz</p>
<p>David Jones Better Health Group</p> <p>+64 03 365 7900 Work +64 021 271 4937 Mobile david@betterhealth.health.nz david.jones@moorhousemedical.co.nz</p>	<p>Angus Chambers</p> <p>027 6585 143 Mobile AngusChambers@riccartonclinic.co.nz</p> <p>PO Box 6081 Upper Riccarton Christchurch New Zealand</p>

DISTRICT NURSING

<p>Annette Finlay Nurse Maude Quality & Risk Coordinator</p> <p>+64 027 205 8421 Mobile annette.finlay@nursemaude.org.nz</p>

EOC SITE SUPPORT

<p>Vince Barry Pegasus Health Chief Executive Officer</p> <p>+64 33539931 Work +64 272855932 Mobile Vince.Barry@pegasus.org.nz</p>	 <p>Mark Liddle Pegasus Health Chief Operating Officer Executive</p> <p>033757191 Work 021 241 9665 Mobile Mark.Liddle@pegasus.org.nz Christchurch Canterbury 8013 New Zealand</p>
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FINANCE

 <p>Jacky Percy Pegasus Health Chief Financial Officer</p> <p>03 353 9987 Work 021 501 350 Mobile Jacky.Percy@pegasus.org.nz</p>
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Primary Care Controller Summary

IT

 <p>Warwick Hutchins Pegasus Health Chief Information Officer</p> <p>021 578 124 Mobile warwick.hutchins@pegasus.org.nz</p>	 <p>Chris Brennan Pegasus Health Infrastructure Services Manager</p> <p>027 290 0838 Mobile Chris.Brennan@pegasus.org.nz</p>
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ADMIN/COMMS SUPPORT

 <p>Adrian Carpinter Pegasus Health Governance Support Coordinator</p> <p>021 053 0489 Mobile Adrian.Carpinter@pegasus.org.nz</p>	 <p>Sue Zorn Pegasus Health Management Services Co-ord... Practice Support</p> <p>+64 33539916 Work 033539916 Work Sue.Zorn@pegasus.org.nz sue_z@pegasus.org.nz</p>
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