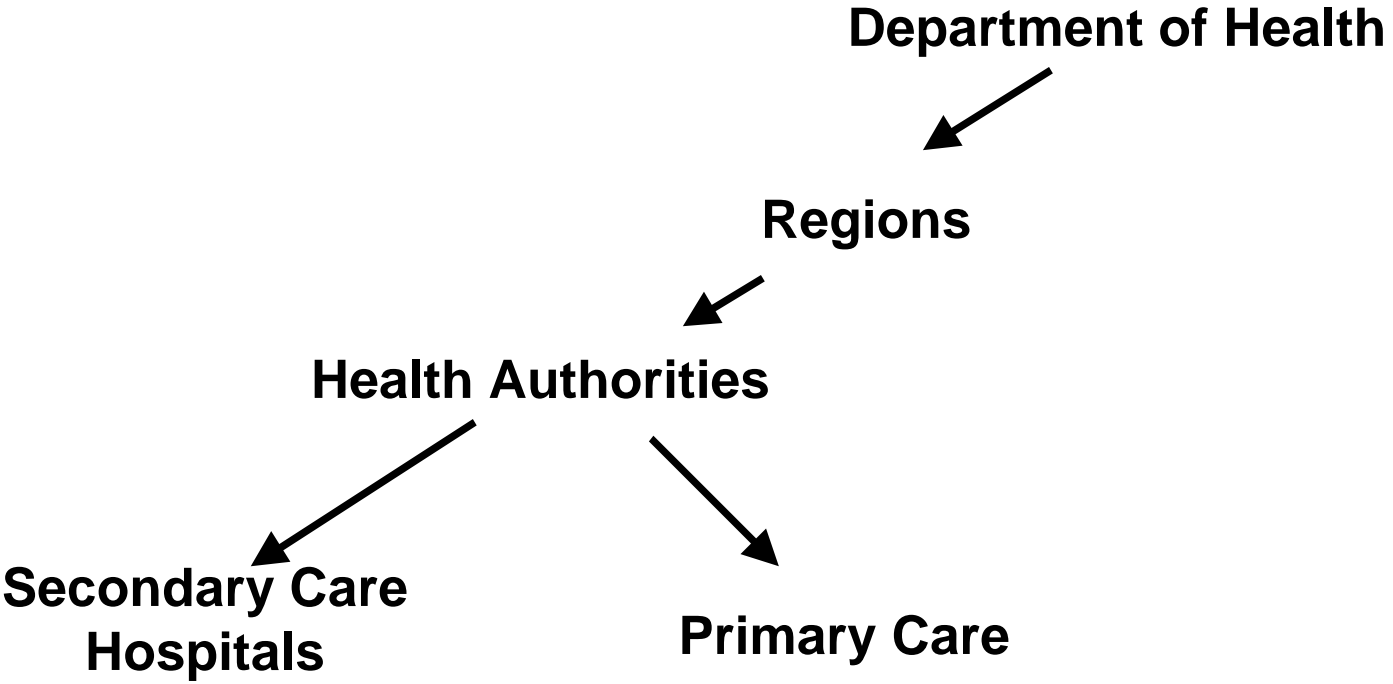


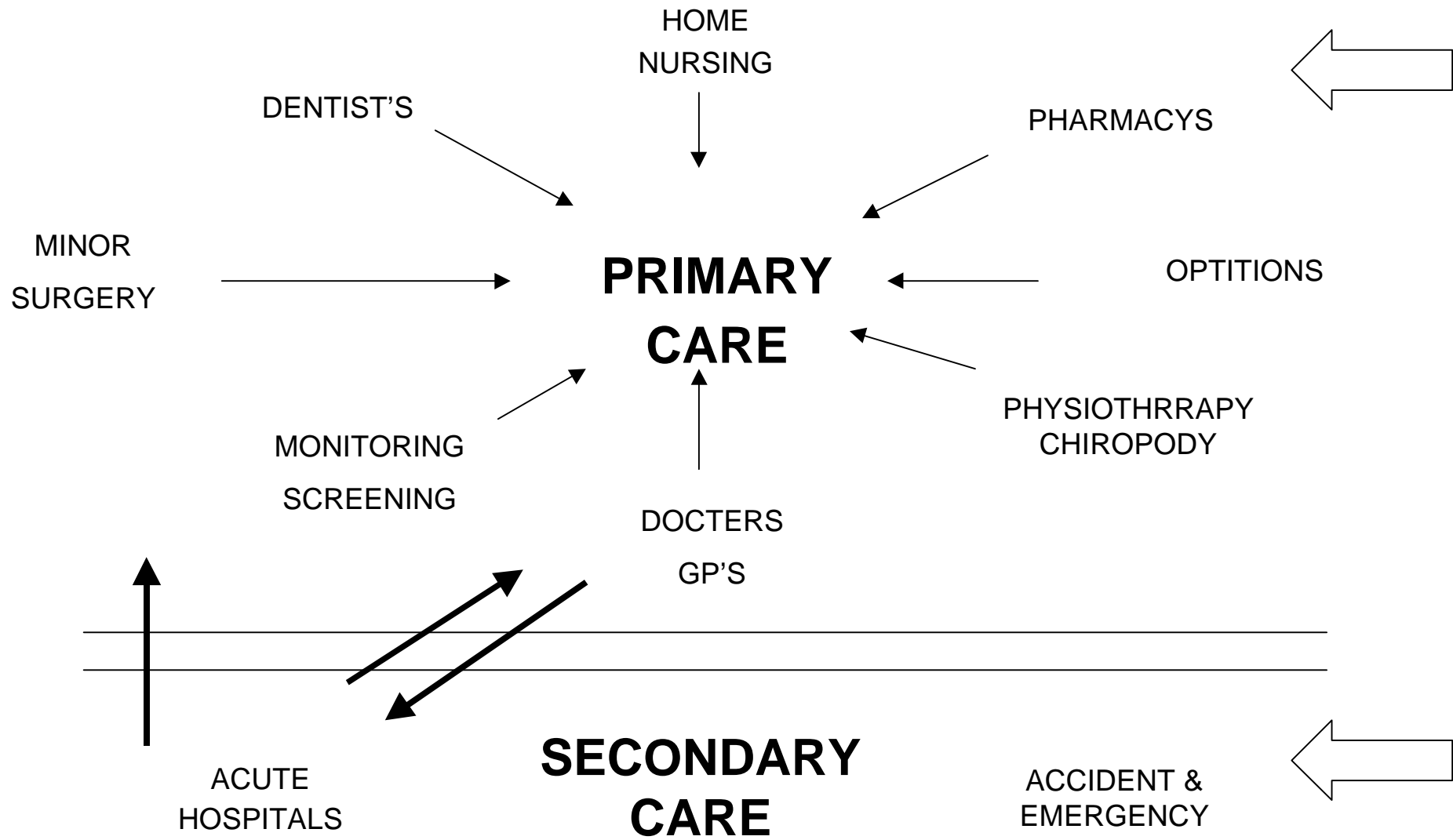
Y2K
&
UK National Health Service

Steve Darkes
Chief Executive of
Walsall IT Agency



UK PRIMARY CARE

- First point of contact for Health Care
General Practice - Doctors
Community Nursing
Residential Nursing Homes
Pharmacy, Opticians, Dentists



ROLE OF HEALTH AUTHORITIES IN PRIMARY CARE Y2K ISSUES

- Responsible for health of local population

Assist with funding of GP systems compliance

Monitor progress throughout Primary Care of Y2K

Monitor Private Hospitals and Nursing Homes

Report to national level on progress

WIDER ROLE OF HEALTH AUTHORITIES

- Co-ordinate all Health Organisations response to

Facilitate inter-organisational discussion

Facilitate wider interdependencies debate

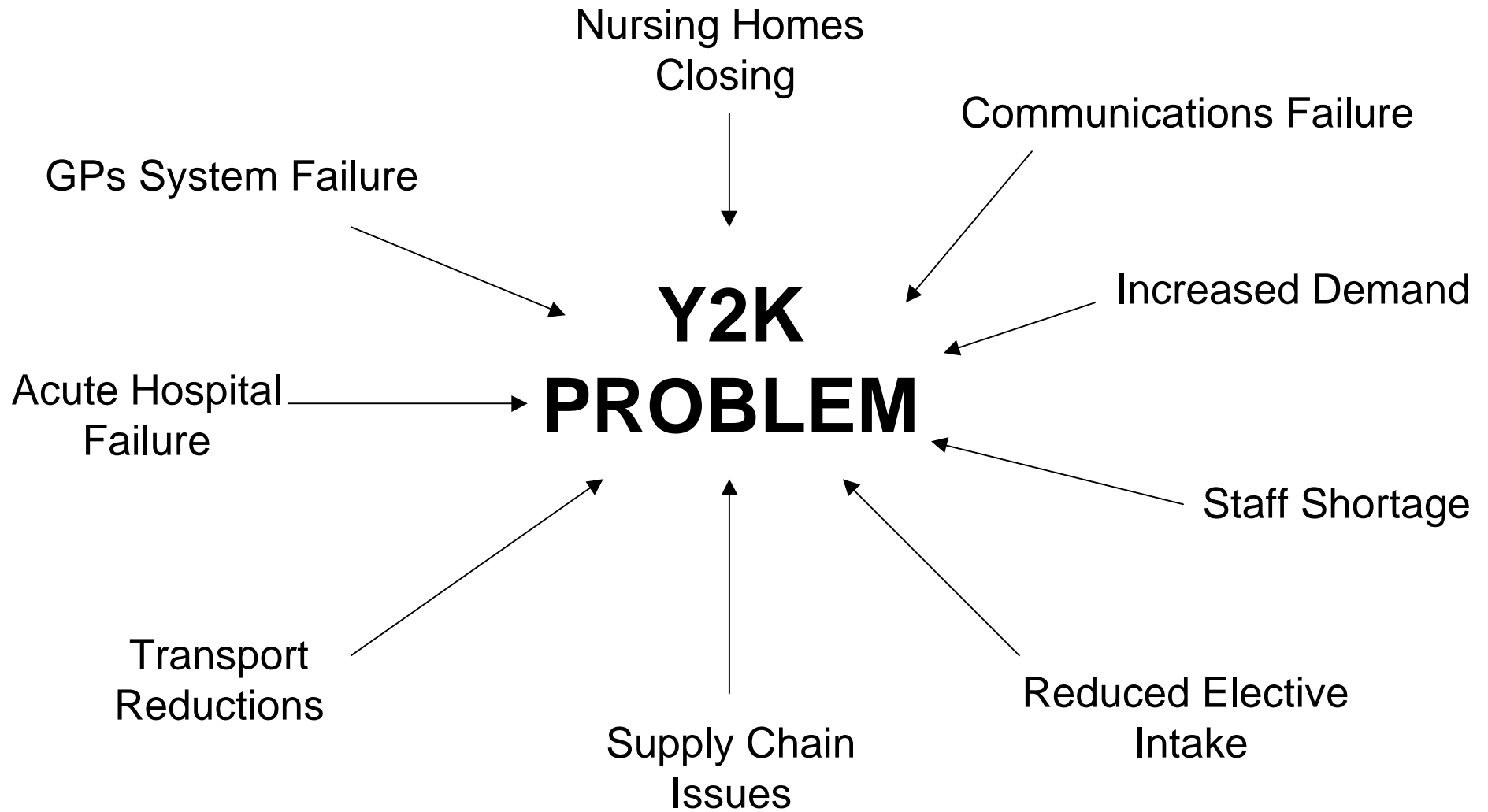
- Local Authorities

- Ambulance Service, etc

RISKS TO PRIMARY CARE DELIVERY

- Multiple failure of service provider systems
 - Utilities failure
 - Increased demand due to celebration
 - Supply chain failure during and after Y2K
 - Human resources difficulties caused by:
 - staff absence - deliberate or enforced
 - transport problems
 - child care issues
 - competing pressures on skills

THE PRESSURE BUILD-UP BETWEEN ORGANISATIONS

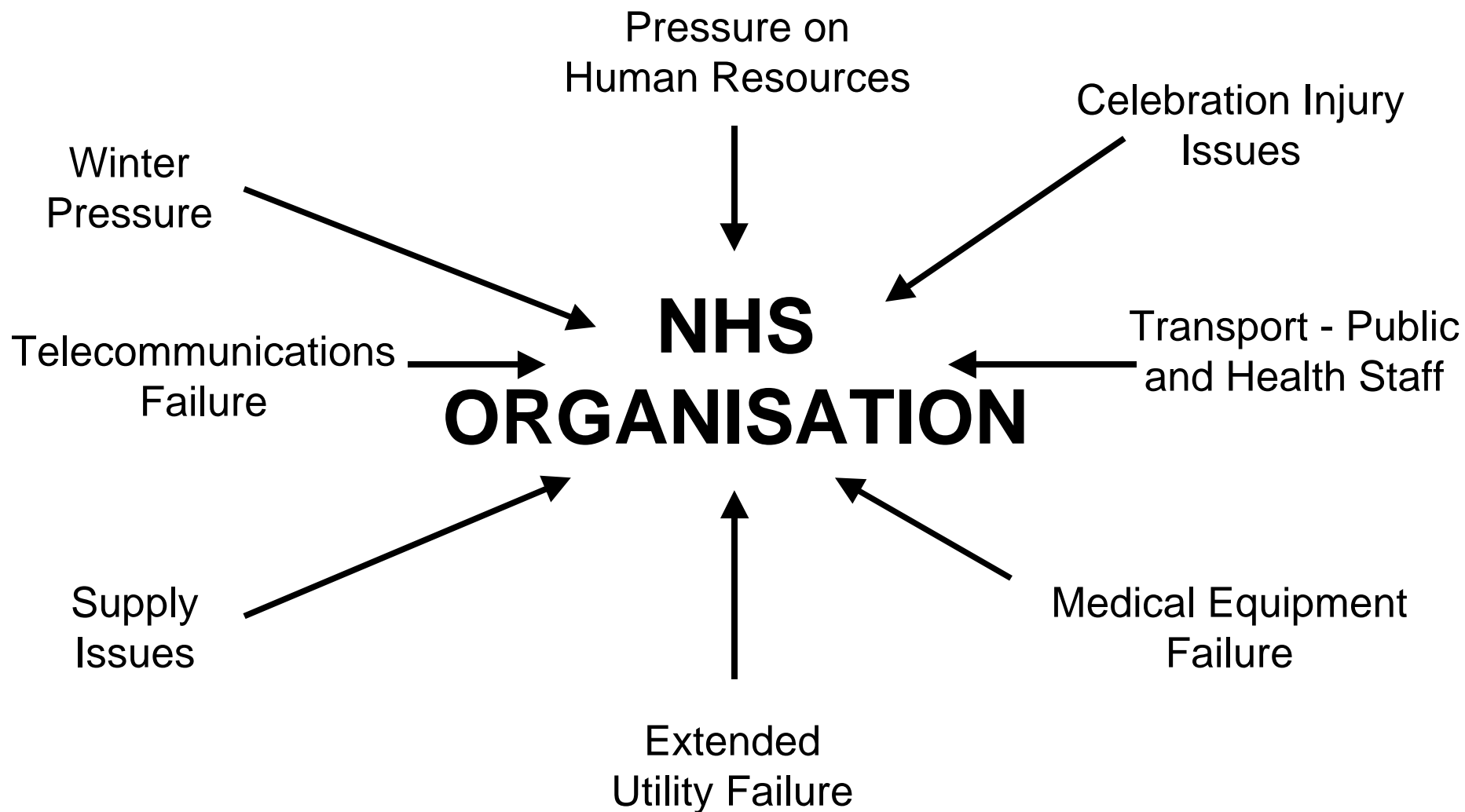


PERCEIVED RISKS IN UK

- Multiple failure of embedded chip dependent systems
untested, supply responses poor
Increased demand due to extended celebrations
Planned reduction of Acute intake
Unexpected closure of residential or private facilities
Utilities failure (extended period)
Supply chain failure

Panic buying (hoarding)

UK FACTORS UNDER CONSIDERATION WITHIN ORGANISATIONS



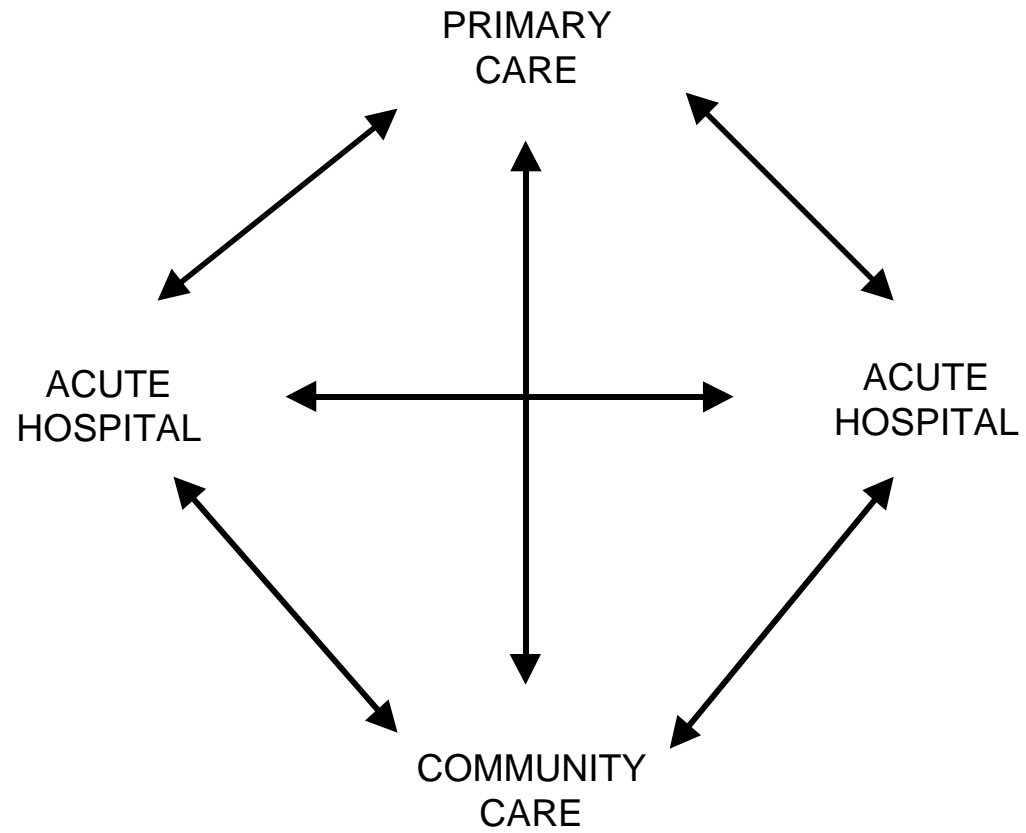
APPLYING THE PRINCIPLE TO PRIMARY CARE

- Raise Awareness
- Survey
- Test Business Continuity
- Fix / Replace
- Consider Interdependencies
- Contingency Plans

SOME INTERDEPENDENCY ISSUES IN HEALTH

- Forced Closure of Nursing Home
 - Over Demand on Acute Service
 - Over flow to\from Primary Care
 - Over flow to\from Community Services
- Lack of Supplies in Primary Care Sector
- Pharmacy = pressure on acute service

INTERDEPENDENCY WITHIN HEALTH SECTOR



IN SUMMARY

- AWARENESS
- AUDIT
- ANALYSIS / RISK ASSESSMENT
- ACTION PLANS
- IMPLEMENT
- CONTINGENCY PLANS

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