Harpenden Dental Centre
FAMILY DENTISTRY

Harpenden Dental Centre

Business Continuity Plan

In the event of the business being disrupted this plan sets out the measures we have taken to reduce the possibility of various threats affecting the service we provide and the procedures we will follow to minimise the impact of those threats should they materialise.
We consider that the threats that are most likely to affect the services we provide are:

- Telephone line failure
- IT systems failure
- Equipment failure (dental chair, compressor, suction pump, autoclave etc.)
- Failure of electricity or gas supply
- Failure of water supply
- Strong winds
- Floods
- Frozen pipes
- Fire
- Staff shortage due to illness or travel restrictions
- Pandemics

NB: Many of these threats to the business overlap. For example, severe fire damage may also involve disruption to IT and communications. The various sections of this plan should be read together, as necessary, in order to provide a complete solution to a given situation.
We have taken various proactive steps to reduce the risk of the threats identified above affecting our services:

GENERAL STEPS:

This policy is part of the practice website- since it is stored online; it is secure in the event of a localised system failure, disaster or emergency and may be accessed by any team member who is able to connect to the internet.

- This policy is also printed off and posted on the staff room notice board so that it is available for all team members to see.
- Telephone and email contact details for team members and essential support services (e.g. dental engineer, IT support, electrician, plumber, etc) are stored on the business owner's mobile.
- Every day we print off a paper day list of patients due to visit the practice in the next 24 hours: this list contains both names and telephone numbers that allow us to contact people to cancel appointments in the event of an emergency.
- The business has buildings contents, business, interruption and practice expenses insurance policies to meet the cost of repairs and other practice overheads where necessary.

TELEPHONE LINE FAILURE:

We have four telephone lines at the practice. Four of these are ISDN that carry incoming and outgoing calls. There is another one that supplies the modem, which can be used as back up if the ISDN lines or practice switchboard fail. Should the need arise we can remove and use the telephone from the office.

IT SYSTEMS FAILURE:

We renew IT systems on a regular basis. All IT hardware is protected by antivirus & antimalware software that automatically updates from the internet on a regular basis. We also employ firewalls to protect our systems from unauthorised access and malicious damage. Our operating systems automatically download and install upgrades to reduce system vulnerabilities. We have a server with mirrored hard drives so that if one fails our systems will continue to function on the other. The server also contains a third hard drive that carries out an incremental back up every day. Data from the dental software is backed up across the network from the server to the office computer every working day.

EQUIPMENT FAILURE:

We carry out regular equipment testing and maintenance in accordance with our testing, maintenance and audit schedule in order to reduce the risk of equipment failure at appropriate intervals. We carry parts and even spare equipment (in stock cupboard and off site.) For example, we have spare hand pieces, etc. Five of our surgeries are laid out in the same way so if one surgery fails the dentist can move to another room with minimal disruption.

FAILURE OF ELECTRICITY SUPPLY:

There is nothing we can realistically do to guard against a failure in the electricity supply since we are entirely in the hands of the utility companies. If anything does happen to the electricity supply we will contact our supplier directly and get them to send an engineer.

FAILURE OF WATER SUPPLY:

There is nothing we can realistically do to guard against a failure in our water supply since we are entirely in the hands of the utility companies to whom we would contact if we needed assistance.

STRONGS WINDS:

The practice is in a reasonably sheltered position and we keep the building well maintained, but otherwise there is little we can do to guard against strong winds.

FLOOD:

External flooding caused by rainfall/melt water. The practice is not in an area likely to be seriously affected by external flooding. Internal flooding caused by plumbing services: such as burst pipes is a more likely problem. We guard against this by turning off the water supply at the main stopcock whenever the building is unattended.

FIRE:

The practice is fitted with a fully functioning fire alarm system. We carry out regular fire risk assessments for the practice to minimise the risk of a fire happening. We have properly positioned and maintained fire fighting equipment and a fire evacuation procedure. We as a practice carry out fire drills every 4-6 months depending on staff turnover. Portable electrical appliances are tested every 12 months.

PANDEMIC:

There is little we can do to prevent or significantly influence a pandemic outbreak of human disease. The practice maintains approximately 1 month's supplies of essential consumables so that we could continue to operate in the event of supply chain disruption. We keep supplies of face masks, disposable gloves and gowns.

Reviewed by Madison Smith 13.05.2026 Next review 13.05.2027