

**Process for the Management of External guidelines / Alerts from DHSS / PHA / HSC Board:**

**Background**

The Trust CEO office receives a large number of external communications on a daily basis. A number of these are around the implementation of safety alerts / guidance from bodies to which the Trust is accountable (DHSS / PHA / HSC Board).

This process is designed to insure that these communications, which we are required to address as part of our core business, are dealt with in a timely and effective manner. It also aims to remove confusion as to who is responsible for taking actions forward and as far as possible minimize duplication of receipt (although this cannot be eliminated).

**Scope**

This does cover:

- NICE guidance issued by DHSSPSNI
- Safety Alerts
- Learning letters / Rapid Response Reports
- Other safety / improvement pieces of work identified by the DHSS / Board as they arise
- Drug Alerts issued by the DHSS / PHA for communication to staff / Pharmacy

This does not cover

1. Communications which already come under standard procedures led within / across directorates, for example:
  - HSC Board – Patient Group Directives
  - MHRA
  - Missing Children
  - SABS alerts
  - Staff Alerts
  - Emergency Blood Shortage alerts
2. Guidance / best practice which has been published but has not been sent with a specific directive from the DHSSPSNI / PHA / HSC Board

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**Operational flowchart - management of all external guidance / safety alerts (See Appendix 1)**

