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| **NHSE Emergency Contacts** |
| Incident Coordination Centre: only activated in an incident or eventTele: 0207 932 3999 (Incident)e-mail: england.london-incident@nhs.net Tele: 0203 267 2585 (Events)e-mail: england.london-events@nhs.net |
| **Activation/emergency notification procedures** |
| To Contact NHS England (London) in an emergency ring PageOne on 0844 822 2888 and ask for Callsign NHS01 (NHS zero one) leaving a contact name and number and a short message e.g. “RED: Please ring LB Hounslow BECC on 0208 123 4567 re Major Incident in Lampton Road”Please note NHS England (London) uses a colour coded prefix message format where:

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| **GREEN**  | INFORMATION: No action required  |
| **AMBER**  | ALERT: No immediate action required, update to follow  |
| **RED**  | ACTION: Action necessary, an incident has occurred or a request has been made that requires a response  |

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| **EPRR Office** **1st Floor, Area C****Skipton House****80 London Road****London SE1 6LH** | **Email** | England.london-eprr@nhs.net |
| **Office** | 0207 932 3943 |
| **Mobile** | n/a |
|  |  |  |
| **Name: Steve Waspe***EPRR Network Manager**Co-Chair Private Provider Group* | **Email** | steve.waspe@nhs.net |
| **Office** | 0113 807 0920 |
| **Mobile** | 07786 967 506 |
|  |  |  |
| **Name: Hannah Evetts***EPRR Engagement Manager* | **Email** | hannah.evetts@nhs.net |
| **Office** | 0113 807 0912 |
| **Mobile** | 07786 962 632 |

**Reporting Externally**

During working hours

Christy Keen – SWL ICB EPRR manger – christy.keen@swlondon.nhs.uk

Lauren Field – Surge & SPoC manager – lauren.field@swlondon.nhs.uk

 Our SPoC for the ICB is scc@swlondon.nhs.uk – anything non-urgent can come in via this route.

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| South West London ICB collaborative (including Kingston, Croydon, Merton, Richmond, Wandsworth and Sutton) | scc@swlondon.nhs.uk 08:00 – 18:00 hours Monday - Sunday | 0203 880 0330 |
| Out of hours contact – On-call Director  | Page one - 0333 200 5022 callsign – **SWL1** |

Out of hours via the Page One on-call system, notifying SWL (using 0844 8 22 2 888 and asking for SWL1).   SWL is available for advice and support during an incident and if consideration is being given to a declaration; and should also be advised when any incident is stood down.