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| **NHSE Emergency Contacts** | | |
| Incident Coordination Centre: only activated in an incident or event  Tele: 0207 932 3999 (Incident)  e-mail: [england.london-incident@nhs.net](mailto:england.london-incident@nhs.net)  Tele: 0203 267 2585 (Events)  e-mail: [england.london-events@nhs.net](mailto: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:   |  |  | | --- | --- | | **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 | | | |
| **EPRR Office**  **1st Floor, Area C**  **Skipton House**  **80 London Road**  **London SE1 6LH** | **Email** | [England.london-eprr@nhs.net](mailto: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](mailto:christy.keen@swlondon.nhs.uk)

Lauren Field – Surge & SPoC manager – [lauren.field@swlondon.nhs.uk](mailto:lauren.field@swlondon.nhs.uk)

 Our SPoC for the ICB is [scc@swlondon.nhs.uk](mailto: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](mailto: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.