GMCA GREATER MANCHESTER COMBINED AUTHORITY

NHS in Greater Manchester



Greater Manchester On Call/Major Incident Contacts Directory

Some of the generic e-mail addresses provided in this Directory may not be monitored on a 24/7 basis, or are activated only when Incident Coordination Centres are operational. A telephone call may be required as initial contact. Please refer to the specific organisation entry for further information.

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Organisation	Working Hours	Out of Hours	Incident Co-ordination Centre/ Control Room	Notes
NWAS				
North West Ambulance Service (NWAS)	**0345 113 00 99** Primary 24/7 contact number Initial point of contact for GM Health and Social Care Partnership on-call response			**08451 550 334** (to be used **ONLY** when primary number is not working)
GM HSCP				
GMHSCP 1st On call (Tactical Commander)	**0345 113 00 99** Ask for NHSE GM 1st On Call		**0113 825 0700** **Email: england.gmgold1@nhs.net**	Only operational when an ICC set up
GMHSCP 2nd On Call (Strategic Commander)	**0345 113 00 99** Ask for NHSE GM 2nd On Call			Direct contact for major emergencies only
NHS England				
NHS England (North)	**0191 430 2453** **0191 430 2498** (secondary number) Ask for NHS England North Regional Team On-Call		**Primary Contact: 0113 82 54638** **Primary Email: england.eprrnorth@nhs.net** Secondary Contact: 0113 82 54615/0113 82 53725 Secondary Email: England.eprrnorth1@nhs.net	Only activated if ICC in place
NHS Communications (NHSE North)	**0113 825 3231**			
NHSE Improvement (North)	**0345 113 00 99** Ask for On Call Manager			
NHS Property Services	**07967 144697**			

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BARDOC GP OOH - Bolton/Bury/HMR				
BARDOC	**0161 763 8547**		**Tel: 0161 763 8547** Email: BDOC.alerts@nhs.net	Backup numbers **0161 763 4242, 01204 463 999, and 0161 778 2820.** Last backup is CEO mobile number **07738 642077**
Bolton CCG				
Bolton CCG	**0345 113 00 99** Ask for Bolton Director On Call		**Tel: 01204 463 987** **01204 463 983** **01204 463 986** **01204 463988** **Fax: 01204 462 048** **Email: BOLCCG.emergencycontrol@nhs.net**	Satellite Phone: 00870-7722-18550
Bolton NHS Foundation Trust Acute & Community – Bolton				
Bolton Hospital NHS Foundation Trust	To Contact Senior Manager on Call: **01204 390 390** **MAJOR INCIDENT NOTIFICATION NWAS TO USE:** **01204 524 394**		Only Monitored When Control Room Activated **Tel: 01204 390 470** **01204 390 390 Ex 3921** **01204 390 390 Ex 3920** **Fax: 01204 390 652** **Email: Emergency-Planning@boltonft.nhs.uk**	Satellite Phone: 00870-7722-18963 **Only activated in event of telecoms failure**
Bridgewater Community Healthcare Community & GP OOO – Wigan				

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Bridgewater Community Healthcare NHS Foundation Trust (Ashton Leigh & Wigan Community Services)	**01942 244000** (WWL switchboard) (Ask for Bridgewater Senior Manager on call for Wigan)		The Trust has a number of control rooms. When an incident occurs the location will be notified via command and control arrangements Emergency Planning Room (Wigan) **Tel: 01942 482 682** **Fax 01942 482693** Email: **eprr.general@bridgewater.nhs.uk**	
Bury CCG				
Bury CCG	**0345 113 00 99** Ask for Bury CCG Director On Call		**Tel: 0161 762 7988** **Fax: 0161 762 5042** **Borccg-eprr@nhs.net**	
Central Manchester University Hospitals NHS Foundation Trust **Acute & Community - Central Manchester/Trafford**				
Central Manchester University Hospitals NHS FT (includes MRI, Children's Hospital, St Mary's Hospital, Eye & Dental Hospitals, Trafford General Urgent Care Centre).	Ask for On Call Director **0161 276 4705** **0161 276 1234** **NWAS TO USE ABOVE NUMBERS FOR MAJOR INCIDENT NOTIFICATION**		**Tel: 0161 701 0900** **Fax: 0161 276 5222** **(V IMPORTANT – mark FAO: Duty Director)** **Email: emergency.planning@cmft.nhs.uk** (*Emergency Access line to be used only in the event of not being able to get through on the above number* **– Tel : 0800 515 807 – ask for Duty Director**)	
Greater Manchester Mental Health NHS Foundation Trust **Mental Health – Bolton/Manchester/Salford/Trafford/secure site for GM at Prestwich**				

Organisation	Working Hours	Out of Hours	Incident Co-ordination Centre/ Control Room	Notes
Greater Manchester Mental Health NHS Foundation Trust	**0161 773 9121** (Ask for Chief Executive's office)	**0161 773 9121** (Ask for Executive On-Call)	Incident Coordination Centre direct contact details (only used when ICC is activated) **Tel: 0161 358 2031** **Email: ncct@gmmh.nhs.uk**	
Greater Manchester Shared Services Resilience Team All GM CCG's				
Greater Manchester Shared Services Resilience Team	**Email**: gmcsu.eprr@nhs.net	**Do not operate out of hours**		
GTD Healthcare GP Out of Hours – Manchester/Oldham/Tameside & Glossop				
Go to Doc	**0161 337 3465** (Ask for Chief Executive)	**0161 934 2820** (Ask for Senior Manager on Call)	**Tel: 0161 337 3465 (in hours)** **Tel: 0161 934 2820 (out of hours)** **Email: GTD.urgentcare@nhs.net**	
Heywood, Middleton & Rochdale CCG				
Heywood, Middleton and Rochdale CCG	**0345 113 00 99** (Ask for the HMR CCG Director on-call)		**Tel: 0161 212 6818** **Fax: 01706 751 345** **hmrccg.eprr@nhs.net**	
Manchester CCG				
NHS Manchester CCG (North, South & Central)	**0345 113 00 99** (ask for Manchester CCGs on-call)		**0161-765-4017** (teleconference phone) **Email**: **cmccg.manchester-ccgs-eprr@nhs.net**	
Mastercall GP Out of Hours – Stockport/Trafford				

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Mastercall	**0161 477 9190**			The shift lead/manager on duty should be contacted and they will then escalate to the director on call.
North West Boroughs **Mental Health – Wigan**				
North West Boroughs Healthcare NHS Foundation Trust	**01925 664 000** (ask for Chief Executive)	**01925 664 000** (ask for Director on-call)	**Tel: 01925 664810 / 664060** **Fax: 01925 664 409** **Email: 5bp.emergency@5bp.nhs.uk**	
Oldham CCG				
Oldham CCG	**0345 113 00 99** (Ask for Oldham CCG Director on-call		**Tel: 0161 678 1464** **Fax: 0161 678 6682** **oldhamccg.eprr@nhs.net**	
Pennine Acute Hospitals Trust **Acute – Bury/HMR/North Manchester/Oldham** **Community - North Manchester**				
Pennine Acute Hospitals NHS Trust (Rochdale Infirmary, Fairfield Hospital, The Royal Oldham and North Manchester General)	**0161 918 4444** (Ask for the on-call Director) **NWAS TO USE ABOVE NUMBERS FOR MAJOR INCIDENT NOTIFICATION**		**PAHT Gold (Trust HQ)** **Tel: 0161 922 3294** **0161 922 3096** **0161 918 4091** **0161 918 4099** **Fax: 0161 918 4099** **Email: majax.gold@pat.nhs.uk**	

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			PAHT TROH SILVER Incident Control Room **Tel: 0161-627-8136 (Priority line)** **0161-656-1389** **0161-656-1927** **Email: oldham.majax@pat.nhs.uk**	
			PAHT NMGH SILVER Incident Control Room **TEL: 0161-604-5024 (Priority line)** **0161-922-3100** **0161-720-2855** **0161-720-2859** **Email: north.majax@pat.nhs.uk**	
			PAHT FGH SILVER Incident Control Room* **TEL: 0161-778-2310 (Priority line)** **0161-778-2311** **Email: bury.majax@pat.nhs.uk** ***Rochdale Urgent Care Centre co-ordinated from FGH Silver ICR**	
Pennine Care **Community - Bury/Oldham/HMR/Trafford** **Mental Health – Bury/HMR/Oldham/Stockport/ Tameside & Glossop/Trafford**				

Organisation	Working Hours	Out of Hours	Incident Co-ordination Centre/ Control Room	Notes
Pennine Care NHS Foundation Trust (Mental Health and Community Services provider)	Reception THQ **0161 716 3000** (09:00 – 17:00 Mon – Fri) or via Tameside General Hospital switchboard 0161 922 6000 or Pennine Acute switchboard 0161 624 0420	Via Tameside General Hospital switchboard **0161 922 6000** or Pennine Acute switchboard 0161 624 0420	(Only active when ICC is set up) Trust HQ Conference Room 1 Control Room = **0161 716 3939**** Fax 0161 716 3982** PCN-TR.EP@NHS.NET Emergency Hunt Group number **0161 716 3366**	
Salford CCG				
Salford CCG	**0345 113 00 99** (Ask for Salford CCGs Director on-call)		**Tel: 0161 212 6118** **0161 212 6116** **0161 212 6242** Fax: TBC **Email: SALCCG.eprr@nhs.net**	
Salford Royal Foundation Trust **Acute & Community – Salford**				
Salford Royal Hospitals NHS Trust (Hope)	**0161 789 3842** **NWAS TO USE ABOVE NUMBERS FOR MAJOR INCIDENT NOTIFICATION**		**Tel: 0161 707 1893** **Fax: 0161 206 4844** **Email: emergency.planning@srft.nhs.uk**	
Stockport CCG				
Stockport CCG	**0345 113 00 99** (ask for Stockport Director on-call)		**Tel: 0161 426 5926** **Fax: 0161 249 4444** **Email: stoccg.eprr@nhs.net**	

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Stockport Foundation Trust Acute – Stockport Community – Stockport/Tameside & Glossop				
Stepping Hill Hospital, Stockport	**0161 419 4800** **0161 483 1010** **Or** **0161 456 3679** **NWAS TO USE ABOVE NUMBERS FOR MAJOR INCIDENT NOTIFICATION**		**Tel: 0161 419 4450** **Fax: 0161 419 4451** **Email: SNHSFT.Control@stockport.nhs.uk**	
Tameside & Glossop CCG				
NHS Tameside and Glossop CCG	**0345 113 00 99** (ask for Tameside & Glossop Director on-call)		**Tel: 0161 320 4925** **0161 320 1537** **Switchboard: 0161 304 5300** **Email: TGCCG.emergencyresilience@nhs.net** **Fax: 0161 337 0844 Currently out of use** **Fax: 0161 337 0844 (now working)**	Only used during emergency Satellite Phone: 00870 7722 10348
Tameside & Glossop Integrated Care Foundation Trust Acute – Tameside				
Tameside General Hospital	**0161 935 0001** **0161 922 6000** **NWAS TO USE ABOVE NUMBERS FOR MAJOR INCIDENT NOTIFICATION**		**Tel: 0161 922 5444** **Fax: 0161 922 5498** **Email: mip.rmp@tgh.nhs.uk**	Tel no: 0161 922 6000 can also be used to activate Pennine Care Foundation Trust
The Christie Specialist - All GM				

Organisation	Working Hours	Out of Hours	Incident Co-ordination Centre/ Control Room	Notes
The Christie NHS Foundation Trust	**0161 446 3000** (Ask for Duty Manager)		**Tel: 0161 445 5738** **Fax: 0161 446 3977** **Email: incidentcontrolroom@christie.nhs.uk**	only live in a major incident
Trafford CCG				
NHS Trafford CCG	**0345 113 00 99** Ask for Trafford CCG 1st on call (Senior Manager) or 2nd on call (Director)		Trafford CCG Incident Centre **Tel: 0161 873 9500 switchboard** **Tel: 0161 873 9692** **Email: trccg.eprr@nhs.net**	only used during emergency
UHSM Foundation Trust **Acute & Community - South Manchester**				
University Hospital of South Manchester NHS Foundation Trust (Wythenshawe site)	Switchboard: 0161 998 6141 or 0161 437 1991 MAJOR INCIDENT NOTIFICATION NWAS TO USE: **0161 437 1987**		**Tel: 0161 291 6017** **Fax: 0161 291 6384** **Email: emergency.planning@uhsm.nhs.uk**	
Wigan CCG				
NHS Wigan Borough CCG	**01942 482885** (Ask for Wigan CCG Director on-call)	**0345 113 00 99** (Ask for Wigan CCG Director on-call)	**Tel: 01942 483 231** **Email: EPRR@wiganboroughccg.nhs.uk**	**To be used during a major incident only**
Wrightington, Wigan & Leigh Foundation Trust **Acute – Wigan**				

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Wrightington, Wigan and Leigh NHS Foundation Trust (A&E at Royal Albert Edward Hospital, Wigan)	Main Switchboard: **01942 244000** For other functions e.g. on-call managers MAJOR INCIDENT NOTIFICATION NWAS TO USE: **01942 822 525** Consultant in ECC responsible for major incident designation		**Tel: 01942 773137** **Fax: 01942 822042** **Email: emergency.planning@wwl.nhs.uk**	
Greater Manchester Local Authorities				
AGMA CCRU (Association of Greater Manchester Authorities – Civil Contingencies and Resilience Unit)	**0161 628 2000** Ask for the AGMA CCRU Duty Officer		**Tel: 0161 856 0535/7** **Email:contingencies.agma@manchester.gov.uk**	
GM Director of Public Health On Call	**0345 113 00 99** Ask for GM DPH On Call			To be used when formation of STAC is required
Bolton Council	**01204 336900**			
Bury Metropolitan Borough Council	**0161 253 6606**			
Manchester City Council	**0161 223 9999**		**Tel: 0161 245 7611**	
Oldham Council	**0161 628 2000**			
Rochdale Metropolitan Borough Council	**01706 925438 / 924757**	**0300 303 8875**		
Salford City Council	**0161 728 2200**			

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Stockport Metropolitan Borough Council	**0161 474 5554 or 0161 474 5555**		**Tel : 0161 474 5554 / 0161 474 5555**	
Tameside Metropolitan Borough Council	**0161 342 3999**			
Trafford Metropolitan Borough Council	**0161 912 2020**			
Wigan Metropolitan Borough Council	**01942 404040/ 01942 511267**			
External and Partner Agencies				
British Red Cross	**0300 023 0700**			
BT (National Emergency Link Line)	**08457 555 999**			
DCLG (Dept for Communities & Local Government), Resilience & Emergencies Division North	**0303 444 4148** Email: Resilience-north@communities.gsi.gov.uk	**0303 444 2718 or 0303 444 2799** Email: resilience-north@communities.gsi.gov.uk		

Organisation	Working Hours	Out of Hours	Incident Co-ordination Centre/ Control Room	Notes
Electricity North West (General Enquiries) Electricity Incidents	**0800 195 4141** **0843 311 3539** **105** (Ask for the Operations & Distribution System Manager. If they are not on site they will phone back as soon as possible.)	**0843 311 3539** (Ask for the Operations & Distribution System Manager. If they are not on site they will phone back as soon as possible.)		
Environment Agency	**0300 200 3153**			Satellite Phone: 0870 7722 17986
Greater Manchester Fire and Rescue Service	**0161 736 5866** (switchboard) and ask for the CPU Office	Via NWFC (see below) and ask for the on Duty ILO or on Duty Group Manager		
Greater Manchester Police	**0161 856 6321**			Satellite Phones: 0336 4000 4991 0336 4000 4992 0336 4000 4993 0336 4000 4994 0336 4000 4725
National Poisons Information Service (NPIS)	**0344 8920111**			

Organisation	Working Hours	Out of Hours	Incident Co-ordination Centre/ Control Room	Notes
Network Rail Control	**0330 854 2555** – Primary **0330 854 2557** - Secondary			(Inform If an incident occurs which impacts on the rail infrastructure and an operational response be required.)
North West Fire Control	**01925 460 841**			
Northwest 4x4 Response nw4x4response.co.uk	**0844 588 0414**			
Public Health England North West	**In Hours: 0344 225 0562 (Option 3)**	**Out of Hours: 0151 434 4819**		
TfGM	**Control Centre 0161 244 1511** **Bus Duty Manager 0161 474 5555** **TfGM Senior Manager on Call 07766 085 191**			**Open Mon-Fri 06:00-20:00** **24/7 Request the TfGM on-call duty manager for buses** **24/7 Strategic (SCG) point of contact**

Organisation	Working Hours	Out of Hours	Incident Co-ordination Centre/ Control Room	Notes
United Utilities	UU Duty Manager 24/7 Direct Line: **0771 388 7302** 24 hour contact number for the general public & general enquiries from Cat 1 & 2 responders **0345 672 3723** Security Desk – For emergency site access and security issues at UU owned sites **0345 050 9486** Alternative Contact: 24 hour integrated control centre – **0345 072 6097 select option 6**			
Other NHS Organisations				

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Home Oxygen Provisions **Provided by Air Liquide (Homecare) Limited.** **Phone line open 24/7.**	Prescribers helpline: 0808 202 2099 Prescribers fax line: 0870 863 2111 Patients helpline: 0808 143 9992 Email addresses: judith.livingston@nhs.net Judith.LIVINGSTON@airliquide.com			Contact details for Regional Manager are as follows: Viv Smith Mobile number: 07747 037019 E mail: viv.smith2@nhs.net **NHS Trafford Clinical Commissioning Group commission the home oxygen provision.** **(they do not operate an on call rota for home oxygen issues)**