

## FOI\_1457\_2023-24 – FOI Request Operational Pressures Escalation Levels (OPEL) Framework

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**1. Do you have a digital or electronic tool to manage your operational activity in real-time in line with Operational Pressures Escalation Levels (OPEL) Framework 2023/24 (see: <https://www.england.nhs.uk/wp-content/uploads/2016/10/PRN00551-OPEL-Framework-2023.24-V2.0.pdf> for more information)**

No

**2. If so, who is the supplier of this tool.**

N/A

**3. If not, please provide an overview of how you manage OPEL levels within your organisation.**

We use the national OPEL framework in together with locally agreed actions that are relevant to the geographical area covered and in conjunction with system partners. There are clear escalation plans, aligned to the OPEL levels, agreed across each local delivery system which are supported by all partners and are enacted as the pressure increases and de-escalated when pressure reduces.

**4. Do you provide real-time data feeds into your ICS System Control Centre.**

As a community & mental health provider, our information feeds into the ICS System Control Centre once a day, 5 days a week. Our primary patient record system does not currently support the flow of real-time information into the ICS System Control Centre