

GPAS/OPEL System Response

Escalation Level	GPAS GREEN	GPAS AMBER 1	GPAS AMBER 2	GPAS RED	GPAS BLACK
	OPEL 1	OPEL 2	OPEL 3	OPEL 4	MAJOR INCIDENT
Definition	Manageable Pressure Business as usual Sustainable	Moderate Pressure Elevated pressure Managing within available resources Performance deterioration, mitigating actions taken	Severe Pressure Significantly busier than usual and struggling to cope Increased deterioration in performance and quality, majority of mitigating actions available taken	Extreme Pressure Risk of service failure, all available mitigating actions taken and potentially exhausted.	Intolerable Pressure Unable to operate safely within 14 days of declaration. Contract hand back likely.
Sustainability	Sustainable	Medium term only (months)	Medium term only (months)	Short term (less than 1 month)	Unsustainable
System support	No support required	PCN support may be required	PCN, LMC & ICB support required	System support required	System intervention required