

## Coronavirus - LMC Urgent Update 10 April 2020

We are issuing this further update to make you aware of some particularly important issues.

In this update:

### Identifying High Risk Patients and Shielding

As previously reported, the [CMO letter \(21 March\)](#) asked you to identify additional patients who may be known to your practice as being at highest clinical risk. NHSE/I then advised that you disregard this and refer to the most [recent advice](#) provided.

However this has now been further updated with a CAS message from NHSE/I and NHS Digital circulated to practices describing the specific tasks they should try to do to complete this process and, **where practically possible, to try to do this by the end of Tuesday 14 April.**

Practices are likely to have already completed most of this work using previous data provided to them and may only need to check the most recent lists provided to them via system suppliers to ensure they are as accurate as possible. Some of the work of keeping clinical records up to date will be an on-going task should further information about individual patients be provided by hospital specialists. Details can be found in the document [NHSE and NHS Digital letter \(pdf\)](#)

### Urgent Prescriptions

If a prescriber deems that a prescription needs to be urgently delivered to a patient who does not have a trusted person to collect from the pharmacy, the prescriber must first speak to the community pharmacy to ask if the pharmacy is able to deliver and confirm when the pharmacy is able to deliver.

IMPORTANT NOTE - There is no way of communicating clinical urgency between prescriber and pharmacy staff at the time the prescription is downloaded from the spine. It is the responsibility of the prescriber to verbally inform the pharmacy of urgent prescriptions to the pharmacy and discuss if the pharmacy is able to deliver.

Following previous serious incidents NHS Digital provided this response:

<https://www.judiciary.uk/wp-content/uploads/2017/11/2017-0290-Response-by-NHS-Digital.pdf>

### Staff Testing

**North and North East Lincolnshire Practices:**

Update from North and North East Lincolnshire CCGs:

“The Northern and North East Lincolnshire system has now established a local staff swabbing service. This service is now operational 7 days per week including over the Bank Holiday period.

At this time while staff training continues and there is limited capacity for swabbing, the access to this service will be phased. Currently in line with national guidance, acute staff are accessing the service and we are now in a position to move to the next phase which includes General Practice. Details of the phasing approach agreed are in appendix A, and we would be grateful if you could consider the priority matrix before making a referral.

Staff members who are absent from work either because they are symptomatic or a member in their household is symptomatic can be referred into the service. Please ensure all referrals are made at the earliest opportunity and as soon as symptoms commence in order to ensure reliability of the test.

Where the staff member has a member in their household that is symptomatic they will need to take that person to the swabbing service, as it is the index case that will be swabbed. Unfortunately if that member of the household is under 2 years old swabbing will not be possible.

Where you feel a staff member meets the priority criteria please complete the Appendix B and submit this by email to [nlccg.nlnelstaffswabbing@nhs.net](mailto:nlccg.nlnelstaffswabbing@nhs.net) Referrals will be reviewed at 4pm each day and a priority list will be shared with the swabbing service to arrange a drive through appointment. Any staff member self-presenting without a booked appointment will not be swabbed.

As the demand for this service increases, and we move into further phases of staff to be swabbed, we will also start to utilise the regional swabbing service which is currently being established. Staff members will always be clearly instructed as to where to attend and given instructions to follow for the appointment.”

#### **Testing for Hull and East Riding of Yorkshire Practices:**

We understand that there may be some staff testing capacity through the HUTH laboratory and the LMC has been informed that the process for accessing this will be shared early next week. We will provide an update once we have been informed.

#### **Message from John Mitchell, Associate Director of IT (for the CCG’s across the Humber)**

“Please be aware that due to COVID we recognise that some CCG staff may need to work over the Bank Holiday weekend.

Therefore N3i have confirmed that they are extending their IT support service beyond the normal bank holiday provision for CCGs to support issues impacting the CCG COVID response.

They have confirmed the following arrangements will be in place.

The Service Desk will be staffed over the Bank Holiday weekend as follows:-

- Friday (Bank Holiday) 8AM – 5:30PM
- Saturday 8AM - 3PM
- Sunday 8AM - 3PM
- Monday (Bank Holiday) 8AM – 5:30PM

The Service Desk will be available to log tickets, triage, and provide first fix for issues such as password resets, and any other requests where they can support.

Supporting services such as GP Field Services, Infrastructure, CASO, will be unavailable till 8AM on Tuesday Morning.

For information - supporting the Service Desk will be an Out of Hour Engineer who will be available should a practice experience a Priority 1 (Site down) incident.

We would ask that any non-serious issues are logged on Tuesday rather than through this bank holiday service.”

We are regularly updating our website at <https://www.humbersidelmc.org.uk/coronavirus> with new guidance and resources. Use the search box at the top if you're struggling to find what you need.

The LMC team are providing support services across the Easter bank holiday. Please [contact us](#) in the normal ways.