Further to the recent communication sent about the COVID-19 primary care response and the national COVID-19 Central Assessment Service (CCAS), this document provides detailed instructions on:

- How your Practice can configure your clinical system to enable the **CCAS (COVID-19 Central Assessment Service)** to book patients into your work list
- How you can configure your clinical system to enable **NHS 111** (Yorkshire Ambulance Service) to directly book **telephone appointments**

GP Connect is the mechanism that will enable both of these services. If you have not yet configured your system to enable NHS 111 to directly book appointments and access your patient records, please can you do so following the detailed instructions in the attached training guides.

We would be grateful if you could let us know when you have configured your system to enable bookings from CCAS and NHS 111. If you have any questions, or require support please contact your CCG's Primary Care Lead in the first instance.

Enabling CCAS to Refer Patients for Follow-Up

To support the increase in demand through COVID-19, the national CCAS has been stood up. CCAS is a remote (telephone-based) service and after clinical assessment patients will be categorised as follows:

- Cohort 1 - Severe symptoms. Urgent hospital admission, likely ambulance transfer to hospital
- Cohort 2 - Referred to patient's GP practice for further action, either telephone monitoring or face-to-face assessment in primary care
- Cohort 3 - Mild symptoms. Self-care advice, safety netting advice to contact NHS 111 if symptoms worsen. Patient's general practice informed via post-event message.

In a small number of cases, the patient may not be able to be managed remotely by NHS111 and will require face-to-face assessment by local primary care services.

To implement this, the CCAS will transfer patients in cohort 2 to General Practice for follow-up. Practices must therefore:

- Enable GP Connect for both appointment booking and record access
- Ensure nominal appointment slots are always available into which the National COVID-19 Response Service can 'book' patients into a work list

Detailed instructions are provided in the attached user guides for EMIS and SystmOne on how to enable this (TPP Appointments CCAS User Guide and EMIS Guidance CCAS).

As a guide, practices should make 20 slots available per day for CCAS but please review to meet your local needs.

Configuring GP Connect in EMIS and SystmOne for Telephone Appointments
You will find attached the training guides that will enable you to configure your EMIS or TPP SystmOne clinical system to enable NHS 111 (Yorkshire Ambulance Service) to directly book appointments with Practices and for clinicians in NHS 111 to access a read-only view of a patient's GP record (TPP SystmOne / EMIS GP Connect NHS 111 Direct Booking Telephone Appointment Training Guide)

These User Guides now include instructions for how to configure these slots as TELEPHONE APPOINTMENTS. NHS 111 will NOT directly book any face-to-face appointments into your Practice during the COVID-19 pandemic.

As per the contractual requirements, please make a minimum of one slot per 3,000 patients available for NHS 111 to directly book into.