



Briefing for all Lincolnshire practices on Covid-19 Response

26th March 2020

- Daily briefing will be issued at 5pm
- Will include latest national guidance, local plans, updates on actions and answers to key questions
- General queries from practices should be emailed to lincsprimary.covid19@nhs.net
Responses will be provided in the daily briefing
- Clinical forum will be established from 19 March to provide guidance regarding clinical issues, please send these to the generic email. Feedback will be provided in the daily brief.
- Local escalation/issues to be raised directly with your regular primary care team
- Additional names for the daily briefing email should be sent to the generic email address above

In today's briefing:

1. Urgent for action
2. Normal Action
3. For Information
4. Communications
5. Digital
6. Wellbeing support

1- Urgent for action

QOF Year end 19/20 payment update

NHS England and Improvement published a letter on Thursday 19 March 2020 (<https://www.england.nhs.uk/coronavirus/wp-content/uploads/sites/52/2020/03/preparedness-letter-primary-care-19-march-2020.pdf>) which confirmed that calculations for QOF 2019/20 will be made as usual. This data submission will be followed by a piece of analysis to understand the impact of Covid-19 and a one-off financial adjustment for practices who earned less in 2019/20 than 2018/19 as a result of Covid-19 activities.

This letter also committed that NHS England and Improvement will ensure that funding does not influence clinical decision making by ensuring that all GP practices in 2020/21 continue to be paid at the same rates. This assumes that they would have continued to perform at the same levels from the beginning of the outbreak as they had done previously, including for the purposes of QOF, DES and LES payments. However, to do this we will still need to collect year end data and to enrol practices into QOF for 2020/21. Currently, we also plan to collect QOF achievement data at the end of 2020/21 prior to any income protection being applied.

To ensure that QOF payments are processed as smoothly as possible during this period, changes are necessary to usual user functions and processes as staffing shortages and operational pressures mean that not all practices and commissioners will complete data entry, validation and participation activities within the required timeframes.

There are three changes which will be made to the CQRS system at the request of NHS England and Improvement to ensure that GP Practices get paid for QOF year end 2019/20 payments and are able to participate in the 20/21 QOF service and receive aspiration payments. These changes are:

1. Participation in QOF FY2020/21

CQRS will offer and automatically accept this service to any GP Practice which have not yet participated but who have participated in FY2019/20. If a GP Practice subsequently does not want to participate you should contact your local commissioner who will be able to retract the offer.

2. Manual Indicators for QOF FY2019/20

CQRS will automatically populate the four manual indicators to "yes" for any GP Practice who is yet to submit their manual indicators. A GP Practice will be able to amend this in the system up to 11pm on Tuesday 31 March. Any GP Practice who is paid significantly more or less as a result of these manual indicators (taking into consideration factors such as list sizes and mergers) will be highlighted to their commissioner who we would expect to investigate and adjust the payment where necessary. This amended payment will be an off-system adjustment.

3. Auto-Declaration and Financial Approval of payments

All achievement payments for QOF 19/20 will be automatically declared and approved within the CQRS system. GP Practices will not be required to declare any achievement payments. Aspiration payments will be automatically financially approved as usual.

During the year end calculation, NHS England and Improvement with NHS Digital will interrogate the calculated data and ensure that no GP Practice is paid less than the previous financial year. Commissioners will be alerted to any practices who are significant outliers so that data can be checked and amended where necessary. This amended payment will be an off-system adjustment.

Commissioners can use the post achievement modelling tool in CQRS to calculate an adjusted payment should this be required. Page 80 of this document provides further information https://training.cqrs.nhs.uk/documents/10480/11658/CQRS_User_Guide.pdf.

2. Normal Action

Sign up to Primary Care Bulletin

The primary care networks have produced a regular COVID-19 Primary Care Bulletin. Please can we encourage primary care to sign up

<https://www.england.nhs.uk/email-bulletins/general-practice-bulletin/>.

Guy's & St Thomas' App – helping to manage the Covid-19 outbreak

A new App designed by doctors and scientists at King's College London, Guys and St Thomas' Hospitals working in partnership with ZOE Global Ltd (a health science company) can be used to study the symptoms of the virus and track how it spreads.

Take 1-minute to self-report daily, even if you are well

- Help our scientists identify:
- High-risk areas in the UK.
- Who is most at risk, by better understanding symptoms linked to underlying health conditions.
- How fast the virus is spreading in your area.

<https://covid.joinzoe.com/>

Normal Action

EMAS Data Sharing Agreement

Please find below the DSA for EMAS for any practices that haven't already signed up



2019.10.18 EMAS
ISA LLR DPIA v1.0.d

3.FOR INFORMATION

Estates Support

Through the Primary Care Cell we are working with NHS Property Services to manage vacant space. Should a practice or PCN wish to request use of NHS Property Services premises, to support their plans for their Covid 19 response, please come through to the Primary Care Cell to allow this to be reviewed and coordinated lincsprimary.covid19@nhs.net

Should you need any support or guidance regarding utilisation of premises, as part of your business continuity plans, please contact the primary care mailbox so that support can be provided.

FOR INFORMATION

Tonsillar examination – infection control implications

Asymptomatically infected children

Although the COVID-19 narrative has focused firmly on adults, there is growing concern about the role played by asymptomatic children in the spread of infection.

- 1 - Transmission from the upper airway has been raised as a particular concern by ENT specialists,
- 2 - with viral replication shown to take place in the upper airway as well as the lower airway. This may explain why a number of paediatric and/or ENT healthcare professionals have developed disease in the absence of currently defined risk factors.

We recommend that the oropharynx of children should only be examined if essential. If the throat needs to be examined, personal protective equipment (fluid resistant surgical face mask, plastic apron and gloves) should be worn, irrespective of whether the child has symptoms consistent with COVID-19 or not.

Suspected tonsillitis in primary care or A+E

If a diagnosis of tonsillitis is suspected based on clinical history, we recommend that during the COVID-19 pandemic, the default stance becomes not examining the throat unless absolutely necessary.

If using the feverpain scoring system to decide if antibiotics are indicated (validated in children 3 years and older) ³, we suggest that a pragmatic approach is adopted, although automatically starting with a score of 2 in lieu of an examination is not entirely unreasonable. Children with a total feverpain score of 4 or 5 should be prescribed antibiotics (we suggest children with a score of 3 or less receive safety netting advice alone). Although this is likely to result in a temporary increase in antibiotic prescribing in children, we feel that this is preferable to healthcare staff being unnecessary exposed to COVID-19. Antibiotics rarely confer a benefit in children under 3 years with tonsillitis and should only be prescribed in exceptional circumstances or if a diagnosis of scarlet fever is strongly considered.



tonsillar_examination_rcpchs_bpaig.pdf

FOR INFORMATION

Clinical guide for the management of ophthalmology patients during the coronavirus pandemic

Ophthalmic patients can be considered in a few categories:

1. Obligatory in-patients: A very small number of ophthalmic patients will require admission and/or surgical management, but this will usually be because of co-existing conditions. A consultant must be designated as 'lead consultant' for each inpatient.
2. Day cases: Surgery can be safely undertaken for most ophthalmic surgical conditions if there is capacity and depending on risk of sight loss or risk of ocular damage.
3. Outpatient treatment: Outpatient attendances should be kept to the safe minimum.

Clinical

prioritisation should be on a subspecialty basis to preserve sight in the highest risk groups. No patient should be scheduled for surgery without discussion with a consultant.

https://www.england.nhs.uk/coronavirus/wp-content/uploads/sites/52/2020/03/Specialty-guide-ophthalmology-coronavirus-service-reorg-v1_23-March.pdf

FOR INFORMATION

NWAFT Maternity service info

This leaflet aims to provide you with further information about your pregnancy care at NWAFT during the Coronavirus outbreak.

- Community appointments will still take place as normal
- Hospital antenatal appointments will still take place as normal (This may be a telephone consultation)
- Scan appointments will still go ahead but PLEASE ATTEND ALONE this is to reduce the amount of people in the hospital
- Care in labour- please only bring one birthing partner



NWAFT COVID
COMMS.PDF

FOR INFORMATION

Top 10 tips for COVID-19 telephone consultations

These top tips are for clinicians conducting telephone consultations to assess and advise patients concerned they may have COVID-19 (Coronavirus)

<https://www.rcgp.org.uk/about-us/rcgp-blog/top-10-tips-for-covid-19-telephone-consultations.aspx>

FOR INFORMATION

COVID-19 useful clinical resources

- Care homes
- Electronic prescribing
- BMA
- Contraception
- EOL Care
- Infection control
- ENT Examination
- Isolation info
- NHSE

<https://drive.google.com/drive/folders/12JigWJMkM-rBWKhKNMVD1Dpc1m1V1xhY>

FOR INFORMATION

List of codes for use in primary care clinical systems in reference to Covid-19.



Notice full list of
codes 20200325.xlsx

FOR INFORMATION

PCN DES Amendments

The PCN DES for 2020/21 is currently being amended centrally to support practices through the current crisis. Details are due to be released in the next few days.

FOR INFORMATION

NHSE/I Community Pharmacy Update

Pharmacies are experiencing a significant increase in patient requiring medication. NHS England and Improvement continue to work with pharmacies to address the issues faced. Further information will be shared as soon as possible.

FOR INFORMATION

Difficult Conversations about Covid-19

Hospital and critical care capacity is going to be stretched over the coming days and weeks. To reduce the pressure on these acute services patients may wish to make the decision to decline hospital admission, and receive supportive care only. GPs, nurses, and carers should have discussions with vulnerable patients to identify what the patient's wishes are with regard to hospital admission and supportive care. These are difficult conversations to have with patients, but are important. Prof Ruth Parry from Loughborough University has put together a useful guide to having these conversations.

This guide can be accessed via <https://www.realtalktraining.co.uk/app/uploads/2020/03/COVID-19-Evidence-based-advice-for-difficult-conversations.pdf>



COVID-19-Evidence-based-advice-for-diffi

FOR INFORMATION

Food through Adversity

Home cooked meals for the over 65s in Lincoln and South Lincolnshire – 21 meals delivered for £20*

Partnerships with purpose - Salted Orange Food Co and Age UK Lincoln & South Lincolnshire



Salted Orange 21 meals FINAL.pdf



FINAL menu-pdf.pdf

FOR INFORMATION

Number of coronavirus cases in the UK

As of 25th March 9am

- A total of 97,019 people have been tested
- 87,490 were confirmed negative and 9,529 were confirmed positive
- 463 patients in the UK who tested positive for coronavirus (COVID-19) have died.

https://www.gov.uk/guidance/coronavirus-covid-19-information-for-the-public?utm_source=10262c5f-cf10-4aba-ad02-fb02d694434b&utm_medium=email&utm_campaign=govuk-notifications&utm_content=immediate

FOR INFORMATION

COVID-19 - personal protective equipment use for non-aerosol generating procedures

This guidance outlines infection control for health and social care settings involving possible cases of COVID-19.

Please see below links to PDF printables on how to put on and take off PPE equipment safely.

<https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment>

[_data/file/875211/Putting_on_PPE_for_non-aerosol_generating_procedures_quick_guide.pdf](#)

https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/875212/Taking_off_PPE_for_non-aerosol_generating_procedures_quick_guide.pdf

https://www.gov.uk/government/publications/covid-19-personal-protective-equipment-use-for-non-aerosol-generating-procedures?utm_source=9047cf6d-e7ff-4ea0-a745-5d19077dc61a&utm_medium=email&utm_campaign=govuk-notifications&utm_content=immediate

Please find the link to an online form which practices need to submit if they are running low on stock.

https://docs.google.com/forms/d/e/1FAIpQLSf106q3smjUxyejEtVN1eoldNVZaQd3O8wS0I0iCA7RH4jK9A/viewform?usp=sf_link

Practices to contact Jennie Clements for any queries regarding PPE – Mobile: 07790397037 - E-Mail: Jennie.Clements1@nhs.net



PPE-Letter-FINAL-20
-March-2020-updated

FOR INFORMATION

COVID-19: guidance on shielding and protecting people defined on medical grounds as extremely vulnerable

Information for shielding and protecting people defined on medical grounds as extremely vulnerable from COVID-19.

For use in situations where the extremely vulnerable person is living in their own home, with or without additional support. This includes the extremely clinically vulnerable people living in long-term care facilities, either for the elderly or persons with special needs.

Shield clinically extremely vulnerable patients by minimising all interaction. Advise to stay at home at all times and avoid any face-to-face contact for a period of at least 12 weeks from the day they receive their letter.

The guidance outlines the extremely vulnerable groups of patients, guidance on shielding, getting assistance and advice for carers.

Advice that GP practices should give patients / family members if they identify themselves as vulnerable:

If patients /relatives require support from a volunteer they can complete the community support

form on the LCC website- link attached

<https://www.lincolnshire.gov.uk/xfp/form/434>

Alternatively patients can ring 01522 782189 to speak to a member of staff who will support with the form completion and submission to the central system.

https://www.gov.uk/government/publications/guidance-on-shielding-and-protecting-extremely-vulnerable-persons-from-covid-19?utm_source=3873f3e5-929b-476c-902e-1d9e40d98101&utm_medium=email&utm_campaign=govuk-notifications&utm_content=immediate

Letter for high risk patients

<https://digital.nhs.uk/news-and-events/news/statement-on-coronavirus-communications>

FOR INFORMATION

Coronavirus (COVID-19): guidance on vulnerable children and young people

Questions and answers about the provisions being made for vulnerable children and young people. Information included on children with education health and care (EHC) plans and children in alternative provision (AP) settings

This guidance is for service providers and covers children:
supported by the child social care system
with education, health and care (EHC) plans
in alternative provision (AP) settings

https://www.gov.uk/government/publications/coronavirus-covid-19-guidance-on-vulnerable-children-and-young-people?utm_source=62ad7c10-fa33-4187-972d-85e99181e619&utm_medium=email&utm_campaign=govuk-notifications&utm_content=immediate

FOR INFORMATION

Contact Details

Practices are reminded that contact details, including telephone numbers, for the Incident Coordination Centre (ICC) should not be shared with patients. We would ask that all patients continue to contact their registered practice. Any urgent issues can then be raised by practices to their locality lead or the Primary Care Cell Lincsprimary.covid19@nhs.net. Thanks for your help.

FOR INFORMATION

Self funders query

Local authorities, working with their Local Resilience Forums and drawing on their pre-existing plans for pandemic influenza, should:

- ensure their list of individuals in receipt of local authority-commissioned home care is up-to-date and record levels of informal support available to individuals.
- work with providers to identify people who fund their own care and help them to establish the levels of informal support available. It may be helpful for providers to share the number of hours of care they provide to help with planning, but they will want to satisfy themselves that it is lawful for them to share that information.
- map all care and support plans commissioned by the local authority, to inform planning during an outbreak. Support providers similarly to map those packages that are self-funded.
- contact all home care providers in the local authority area and facilitate plans for mutual aid across the area. It is vital that this includes all providers, including those who mainly or solely deliver services to people who fund their own care, and is not confined solely to local authority- or CCG-commissioned services. The Care Quality Commission publishes information about all regulated care services on its online directory
- consider the need to draw on local community services and primary care providers to support home care provision and draw up a plan for how and when this will be triggered
- consider how voluntary groups can support home care provision and link home care providers and voluntary sector
- take stock of how to maintain viable home care provision during the outbreak of COVID-19, including financial resilience. The Local Government Association, Association of Directors of Adult Social Services and the United Kingdom Homecare Association (UKHCA) will be publishing best practice actions on financial resilience.

<https://www.gov.uk/government/publications/covid-19-residential-care-supported-living-and-home-care-guidance/covid-19-guidance-on-home-care-provision>

FOR INFORMATION

Outbreak Information

Information of an outbreak at: Ermine House, Lincoln, LN22EZ.

Outbreak Details

- Outbreak reported: Respiratory
- • Nature of symptoms:
4 residents with chesty coughs, presently being treated with antibiotics
1 staff member self-isolating due to COVID-19 symptoms

- Outbreak start date: 23.03.20

Advice & Support

All IPC advice has been given. Affected residents isolated where possible. Home restricting visiting. Swabbing to be completed by PHE if required.

We will continue to update you on a daily basis.

Please feel free to cascade this email on to any other colleagues that need to be informed.

4. Communications

Offers for NHS Staff

As a thank you to NHS staff for their continued hard work we have been made aware of some offers available to NHS staff.

- Costa announced on its website that from Wednesday 25 March it will no longer be able to provide free hot drinks, but instead will be giving away 250,000 'Ready-To-Drink' Costa Coffee cans to NHS workers in hospital locations only.
- WHSmith are offering 20% off food and drink at WHSmith outlets in hospitals open to serve staff. Simply show your NHS ID at the till to get the discount.
- Las Iguanas is offering 50% off food to NHS workers at locations that remain open for takeaway. You can order either in store or over the phone - simply show your NHS ID when you order/collect to get the discount.

Supermarket priority opening times

- Tesco have dedicated opening hours for NHS staff on Sundays, one hour before the store's usual opening time, when you present ID such as an NHS staff card.
- Sainsbury's have dedicated opening hours for NHS staff, 30 minutes before the store's usual opening time every day, when you present ID such as an NHS staff card.
- Asda will prioritise NHS staff on Monday, Wednesday, and Friday between 8am and 9am in larger stores when you present ID such as an NHS staff card.
- Morrisons is dedicating an hour every Monday to Saturday morning between 7am and 8am for NHS workers, when you present ID such as an NHS staff card.
- Waitrose is setting aside essential products for NHS workers, which you'll be able to ask for when you present ID such as an NHS staff card. It's also giving priority at checkout to NHS staff.
- Iceland is setting aside the final hour of trading on Monday to Saturday for NHS workers only, which you'll be able to access when you present ID such as an NHS staff card.

Transport and hotel discounts

- NCP is offering free parking to NHS staff who pre-book online up to an hour before arriving at selected car parks, until the end of April.
- Hertz is offering £1/day car rental for front-line workers, including NHS, fire & police, social workers and teaching staff as well as the armed forces when you book online on its website by Monday 30 March for use by the end of April.
- Roomzzz Aparthotels has donated an initial 2,000 overnight stays to key workers from the NHS in a bid to support their efforts. Rooms are available until 30 April 2020 for NHS staff who need to work away or self-isolate. You must provide proof of current employment with the NHS. For more info or to book, email reservations@roomzzz.com

Communications

Primary Care #Covid19 Webinars



Ed Waller

Director of Primary Care Strategy and NHS Contracts
NHS England and NHS Improvement

A weekly update for general practice regarding the emerging COVID-19 situation.

Every Thursday from 5pm - 6pm

Join 26 March webinar:
<https://bit.ly/covid19gp2603>



Dr Nikki Kanani

Medical Director for Primary Care
NHS England and NHS Improvement

#primarycarenetworks

#COVID19

@NHSEngland

@DHCSgovuk

@PHE_uk

5.DIGITAL
<p>COVID-19 Diabetes E Learning</p> <p>Coronavirus & Diabetes – E-Learning</p> <p>Cambridge Diabetes Education Programme has created a mini-topic providing basic information about the Coronavirus and how people living with diabetes may need to be supported during this challenging time.</p> <p>It is designed to be completed in ±15-20 minutes and is Free of charge using the link below https://www.cdep.org.uk/view-details/253/Coronavirus-and-Diabetes.htm</p>
 <p>COVID-19-and-diabetes-PCDS.PDF</p>

DIGITAL
<p>Digital update</p> <p>We are continuing to explore and test at all possible solutions to support practices to enable staff to work remotely. An update will appear in this bulletin as soon as we have any further news</p> <p>The IT service desk remains under a great deal of pressure. Please remember that only urgent VPN issues should go directly to Steve Pitwell Stephen.pitwell@ulh.nhs.uk and not through the IT service desk or individual it engineers.</p> <p>Many practices are now starting to use the online video consultation system, Qdoctor, which is fully enabled for use in all practices. If you have not already started using this, please contact Steve Pitwell Stephen.pitwell@ulh.nhs.uk for support and advice on how to get up and running</p>

DIGITAL
<p>Taking desktops home for practice staff</p> <ul style="list-style-type: none"> • In urgent cases it has been agreed that desktops can be taken home • This will only work with machines running Windows 7 Enterprise or Windows 10 • This won't work for Win 7 Professional. • AGEM are testing this now and we hope to get a guide out in the next couple of days.

7. Wellbeing

The LMC aim to support members and their teams to achieve a sense of well-being. This webpage has been developed to provide a directory of resources that can be accessed for support and guidance.

- <https://www.lincslmc.co.uk/wellbeing>