



# Briefing for all Lincolnshire practices on Covid-19 Response

2nd April 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](mailto:lincsprimary.covid19@nhs.net)  
Responses will be provided in the daily briefing
- The clinical forum is established, meeting twice a week. Feedback of guidance with regards clinical issues will be provided via the daily briefing.
- 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. High Importance
2. For Information
3. Communications
4. Useful Resources
5. National Guidance
6. Contact
7. Appendices

## 1.High Importance

### Establishing a total triage model using Visiba

This webinar will take place on 3rd April 10:00am - 11:00am

In response to Covid-19 all practices should move to a total triage model and utilise remote consultations wherever possible (online, phone and video) to protect patients and staff and minimise the risk of infection. Total triage means that every patient contacting the practice is first triaged before making an appointment.

This one hour webinar will look at practical steps general practice should take to establish a total triage model using Visiba. We will be joined by: Dr Minal Bakhai– walking through a total triage model, including practical tips for implementing and using online consultations.

Register for this event

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To join the WebEx session

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1. Go to <https://nhsiq.webex.com/nhsiq/k2/j.php?MTID=t70d65ed0ff228e91a6db721c36c09bb0>
  2. Enter your name and email address.
  3. Enter the session password: PmFxAvV732
  4. Click "Join Now".
  5. Follow the instructions that appear on your screen.

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To join the session by phone only

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To receive a call back, provide your phone number when you join the training session, or call the number below and enter the access code.

UK Toll Free: 0800-051-3810

UK - Toll: +44-20-3478-5289

Access code: 846 534 823

## High Importance

### Digital - Triage First Model

In line with previous guidance (19 March letter), GP practices should now adopt a full triage-first model that supports the management of patients remotely where possible. This should be at the point of access by patients to general practice. There is support from the National team for GP practices to establish a remote triage model using online consultations and there has been a rapid procurement exercise via the dynamic purchasing system. Funded online consultation systems are now available for deployment and we will work with PCNs to try and ensure system continuity across their participating practices. It is also essential that all practices have a video consultation system to support remote management of patients. Advice from NHSX has already been published. QDoctor online video consultation system is enabled in all, practices in the county. For more information regarding setting up total triage and video online consultation systems please contact Steve Pitwell [Stephen.pitwell@ulh.nhs.uk](mailto:Stephen.pitwell@ulh.nhs.uk)

### High Importance - COVID-19 personal protective equipment (PPE) –GOV.uk

The updated guidance has just been published. The consultation on Monday received over 1000 responses.

<https://www.gov.uk/government/publications/wuhan-novel-coronavirus-infection-prevention-and-control/covid-19-personal-protective-equipment-ppe>

PPE should be used for all patient contacts in primary care and this now includes eye protection. Patients should also wear masks.

More details are here:

<https://www.gov.uk/government/publications/wuhan-novel-coronavirus-infection-prevention-and-control>

### High Importance - From Health and Social Care

Following the Health and Social Care call meeting held today on the 2<sup>nd</sup> April we have been informed from the Prison Service that any pregnant prisoners will be released from prison during the COVID 19 outbreak.

The action was for the response centre to make ULHT Midwifery department aware of the change and to inform Primary care for their information only.

## 2. FOR INFORMATION – GOV.UK

Guidance for industry covering the coronavirus (COVID-19) outbreak.

We are prioritising work including:

- Supporting and authorising the development of vaccines
- Clinical trials of new medicines
- Managing the supply of medicines and healthcare products

[MHRA guidance on coronavirus \(COVID-19\)](#)

## FOR INFORMATION - 2 Week Wait Form for LUNG – EMIS Practices

2 Week Wait Lung Referral form – EMIS Practices Only



FW Lung 2WW  
Referral.msg

## FOR INFORMATION – CQRS Feedback - NHS Digital and NHS England and Improvement

### QOF year end 19/20 - rescheduled extract timetable

We are writing to advise of a change to the year end collection schedule for QOF 2019/20. TPP, Microtest and Vision are extracting as planned between 1 and 3 April. EMIS have rescheduled the extract window for their practices due to undertaking urgent Covid-19 related work.

Consequently, QOF calculations for **all** practices will be placed on hold and practices will not be able to view their QOF achievement data until 23 April, as calculations can only take place once the data has been received from all the GP system suppliers. Access to some CQRS reports will be temporarily disabled on 20-21 April 2020 to allow calculations to complete uninterrupted.

However, we do not anticipate a delay to GP practices payments. The changes to year end validation processes for 2019/20, published on the NHS Digital website [here](#), mean that we can process the payment files as planned with achievement payments being made from May 2020.

Aspiration payments in April 2020 will be the same as March 2020 and will be updated from May 2020 if necessary.

The table below provides an overview of the amended schedule:

1. Extraction window for TPP, Microtest and Vision practices	Wednesday 1 April to Friday 3 April
2. Extraction window for EMIS practices	Saturday 18 April and Sunday 19 April
3. Achievement and Aspiration calculations for all practices	Monday 20 and Tuesday 21 April
4. Analysis work undertaken by NHS Digital to compare 19/20 and 18/19 achievement and identify practices with significant differences in performance to be flagged to commissioners	Wednesday 22 April
5. Achievement data available to view in CQRS for all practices and automatic approval of data for practices who have not been flagged	Thursday 23 April

	to commissioners	
	6. Submission of automatically approved payment files to NHAIS	Friday 24 April

### FOR INFORMATION – CQC

#### Stay up to date with the latest CQC COVID-19 information

We're making changes to the way we work during the COVID-19 outbreak. We've developed a dedicated area on our website so that you can stay up to date with the latest information.

[Find out more.](#)

### FOR INFORMATION – CQC

#### Joint Statement - British Medical Association –Care Provider Alliance – CQC – Royal College of General Practice

#### Joint statement on advance care planning

Having a personalised care plan in place, especially for older people, people who are frail or have other serious conditions, has never been more important than it is now during the COVID-19 pandemic. We have set out considerations for providers when undertaking advance care planning, in a joint statement with the BMA, the Care Provider Alliance and the Royal College of General Practitioners.

This is a joint statement from the following organisations:

[Read the statement in full.](#)

### FOR INFORMATION - CQC

#### DHSC update on plans to support access to PPE

The Department of Health and Social Care (DHSC) has written to health and care sector providers to update on plans to support access to personal protective equipment (PPE) during the current response to COVID-19.

This includes the development of a Parallel Supply Chain to support the normal supply chain with a focus on delivering core PPE products for COVID-19. DHSC has also mobilised the National Supply Disruption Response (NSDR), which can be contacted in the event that providers have an urgent requirement for PPE which they are unable to secure through their business as usual channels.

[Visit our website to read the letter in full.](#)

## FOR INFORMATION - CQC

### Fast-track process for granting practising privileges in independent sector

We have written to independent health providers and NHS trusts about the interim process for granting practising privileges to consultants in response to the coronavirus outbreak. Following [NHS England's recent agreement with the independent sector](#) - which makes independent hospitals and staff available to treat NHS patients - there is an interim process for providers to grant practising privileges to consultants.

Our recent update sets out:

- the interim, fast-track process for providers in granting practising privileges so consultants can start work immediately in hospitals where they do not have practising privileges already
- guidance on the process, which only applies to providers that are included in the NHS COVID-19 collaboration contract.

The interim process requires consultants to give the registered manager of the independent sector hospital a declaration that gives assurance on key points.

[Read the letter on our website.](#)

## FOR INFORMATION – GOV.uk

### Coronavirus (COVID-19): changes to the Care Act 2014

The guidance sets out how local authorities can use the new Care Act provisions, created under the Coronavirus Act 2020, to prioritise care and support for those who need it most.

The provisions are temporary and should only be used when it is not possible for local authorities to comply with their duties under the Care Act 2014.

[Read More](#)

## FOR INFORMATION – GOV.uk

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

This guidance covers children:

- supported by the child social care system
- with education, health and care (EHC) plans
- in alternative provision (AP) settings

[Read More](#)

## FOR INFORMATION – GOV.uk

### Coronavirus (COVID-19): early years and childcare closures

This guidance is for Ofsted-registered childcare providers for children of all ages, including:

- childminders
- nurseries and wraparound childcare
- before and after school clubs
- holiday clubs

This guidance does not cover nannies or au pairs.

[Read More](#)

## FOR INFORMATION – COVID-19 Primary Care Bulletin

### General Practice

#### Online and video consultation products now available

A list of approved online and video consultation suppliers that can be immediately called off by commissioners via the Dynamic Procurement System (DPS) framework is available [here](#). NHS Digital has also fast tracked assurance of video products on the new Digital Care Services Framework (DCS, also known as GPIT Futures). This confirms that practices who use video products through the DCSF can be confident that they are appropriate and secure. Commissioners can draw products off either framework and both will be centrally funded.

#### Easter opening for general practice

We recognise that practices and the wider NHS will continue to be under ever-increasing pressure over the coming weeks, including through Easter (10 and 13 April) and, looking forward, to May bank holidays (8 and 25 May). Thank you for the working you are doing to prepare for this already. We need your help to be prepared and aligned with the rest of the NHS, which will be treating these as ordinary working days to ensure services are able to be maintained. April dates will now be identified as normal working days for GP practices, so that we can manage demand together across the NHS. The position for the May bank holidays will be confirmed next month. These details were published in the Preparedness update letter for general practice published on 27 March 2020.

## FOR INFORMATION – COVID-19 Primary Care Bulletin

### Community Pharmacy

#### Advice for health and justice healthcare teams on medicines and pharmacy services continuity

[This guidance](#) describes the changes that may be needed to provide continuity of medicines during an outbreak. Providers should already have plans for pandemic and seasonal flu outbreaks or major incidents that can be used and adapted for COVID-19 outbreaks.

## **COVID-19 – Cash flow uplift to pharmacy contractors’ payment on 1 April and on 1 May**

Yesterday, the NHS Business Services Authority published information about an [uplift to pharmacy contractor’s payment](#) from today. To mitigate cash flow issues that contractors are facing due to COVID-19, an uplift of £300 million in total over the next two months will be made to contractors’ ‘advance payments’. This uplift is not additional funding over and above what was agreed for 2020/21 under the Community Pharmacy Contractual Framework 5-year deal. The uplift will be reconciled in 2020/21. Further discussions continue with Pharmaceutical Services Negotiating Committee (PSNC) on wider issues and further communications will follow.

## **Electronic Prescription Service (EPS) and Electronic Repeat Dispensing**

Details about EPS and ERD were covered in the [Preparedness update letter for general practice](#) published on 27 March.

## **Easter opening for community pharmacy**

As you will all understand, a crucial phase of the pandemic will be ongoing over what is usually a long Easter weekend but for the NHS more widely will be an extremely busy time and pharmacies will need to be open on Good Friday and Easter Monday as part of the wider NHS response to the pandemic. Further information on the requirements will follow as soon as possible and discussions are ongoing with PSNC.

## **FOR INFORMATION – COVID-19 Primary Care Bulletin**

**2 April 5-6pm** Regular primary care webinar with Nikki Kanani and Ed Waller – [join MS Teams live event](#)

**3 April 5-6pm** Covid-19 Dental services webinar with Sara Hurley, Chief Dental Officer and Matt Neligan, Director of Primary Care and System Transformation – [join MS Teams live event](#)

For details of upcoming webinars, or to watch recordings of previous webinars visit our [webinars webpage](#).

## Communications – Q4 Enhanced Service Claims

If you have an enhanced service claim to submit for Q4 2019/2020, please send this to [Geoff.platts@nhs.net](mailto:Geoff.platts@nhs.net) as the usual generic e-mail is no longer in use.

If you have submitted a claim over the last few days to [england.primarycarelincoln@nhs.net](mailto:england.primarycarelincoln@nhs.net) or [sarah.elhamri@nhs.net](mailto:sarah.elhamri@nhs.net) these claims have been forwarded on to be processed for you.



Enhanced Services  
Claims Returns - Q4 2

## 4. Useful Resources - CQC

### Guidance for primary care and dental services professionals

- **NEW:** [Latest updates and guidance for dental practice](#)
- **NEW:** [Webinars for community pharmacy, dental, digital primary care and general practice staff, including links to recordings of past webinars](#)
- **NEW:** [The Department of Health and Social Care has issued guidance setting out how local authorities can use the new Care Act easements](#)
- **UPDATED:** [Investigation and initial clinical management of possible cases](#)
- [Guidance for primary care](#)
- [Guidance on the supply and use of personal protective equipment](#)
- [Letters for providers and professionals from NHS England/Improvement](#)
- [Guidance for health professionals](#)
- [Guidance from NHS England and Improvement](#)
- [Guidance for health professionals who have diagnosed a case within their facility](#)
- [Infection prevention and control](#)
- [Rapid tests for use in community pharmacies or at home](#)
- [Guidance for sampling and for diagnostic laboratories](#)
- Department of Health and Social Care's [coronavirus action plan](#)

NHS England has published measures for people who might be at greatest risk from coronavirus. [Guidance \(including an easy read version\) is available on its website](#). People who are classed as extremely vulnerable are being asked to [register for support](#).

## Useful Resources - CQC

### Accessibility resources to help you communicate about COVID-19

- **NEW:** [Signhealth is providing a videos of summaries of key coronavirus guidance in BSL](#)
- **NEW:** The [handwashing rap](#), produced to help people who have a learning disability
- [Public Health England stay at home guidance](#), translated and in easy read
- [Public Health England guidance on social distancing](#), translated.
- [NHS guidelines translated into 32 languages by Doctors of the World](#)
- [Easy read information on COVID-19](#) from Mencap
- [Public Health England resources](#) in accessible formats
- [COVID-19 guidance for providers of services for people experiencing rough sleeping](#)

## 5. NATIONAL GUIDANCE – GOV.UK

### Number of coronavirus (COVID-19) cases and risk in the UK – GOV.UK

- 133 cases in Lincolnshire
- As of 9am on 1 April 2020, 152,979 people have been tested, of which 29,474 were confirmed positive.
- As of 5pm on 31 March 2020, of those hospitalised in the UK who tested positive for coronavirus, 2,352 have died.
- Data on UK positive and negative tests and data on deaths is updated on this page daily. The figures for test results and for deaths are compiled from different sources. This is why the figures for deaths are reported from an earlier point in time than the figures for test results.

[https://www.gov.uk/guidance/coronavirus-covid-19-information-for-the-public?utm\\_source=1502b107-67a7-4090-9c50-f5aac517319e&utm\\_medium=email&utm\\_campaign=govuk-notifications&utm\\_content=immediate](https://www.gov.uk/guidance/coronavirus-covid-19-information-for-the-public?utm_source=1502b107-67a7-4090-9c50-f5aac517319e&utm_medium=email&utm_campaign=govuk-notifications&utm_content=immediate)

## 6. Contact

For all general primary care enquiries please contact : [lincsprimary.covid19@nhs.net](mailto:lincsprimary.covid19@nhs.net)

For all general pharmacy and prescribing enquiries please contact:  
[leccg.c19.lincsprescribing@nhs.net](mailto:leccg.c19.lincsprescribing@nhs.net)

## 7.Appendices

### Update for infectious disease outbreaks – 02.04.2020



Update for infectious  
disease outbreaks in I

### Coronavirus Act – excess death provisions: information and guidance for medical practitioners - NHS England and NHS Improvement -



COVID-19 Act  
excess death provisic

### Publications approval reference: 001559 -NHS England and NHS Improvement - Optical



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letter\_ 1 April 2020 (1

### COVID-19 testing to support retention of NHS staff - NHS England and NHS Improvement



covid-19-testing-and  
-staff-retention-lette

### Following our Sunday letter on staff testing, as lab capacity is increasing we now can and must further increase staff/index case testing - NHS England and NHS Improvement



covid-19-testing-lett  
er-1-april-2020.pdf

### Network Contract Directed Enhanced Service -NHS England and NHS Improvement - Guidance for 2020/21 in England



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s-guidance-2020-21.†