



# Briefing for all Lincolnshire practices on Covid-19

## Response

17 March 2020

The purpose of this briefing is to keep all practices up to date with the information and guidance released nationally regarding Covid-19.

The CCG is aware that most PCN's are now working collaboratively to establish their plans for how their practices will support each other and we would encourage practices to continue to ensure business continuity plans are updated within their PCN footprint.

The CCG has established a weekly working group that is assessing risks and presenting challenges that require a county-wide discussion and response.

Updates will be sent to all practice generic mailboxes and practice managers. Please ensure you advise the CCG of any changes to email details.

We would welcome all practices using our new generic email account - [Lincsprimary.covid19@nhs.net](mailto:Lincsprimary.covid19@nhs.net) - to submit to us any queries or questions they may have. We will address these as quickly as we can. If you have an urgent need then please contact your usual Primary Care Manager in your locality. We will capture the answers to responses into the next briefing so everyone can see the answers collectively.

Thank you,

CCG Locality Teams

## National Guidance

NHS England and NHS Improvement - Coronavirus

<https://www.england.nhs.uk/coronavirus/primary-care/>

**Find out the number of cases and risk level in the UK, what to do if you have symptoms, and what the government is doing about the virus.**

[Number of coronavirus \(COVID-19\) cases and risk in the UK](#)

Updated: 17 March 2020

Lincolnshire COVID-19 Briefing 17.03.2020

**Find guidance about coronavirus (COVID-19) for health professionals and other organisations.**

[Coronavirus \(COVID-19\): guidance](#)

Updated: 17 March 2020

**Stay at home guidance for households with possible coronavirus (COVID-19) infection**

[COVID-19: guidance for households with possible coronavirus infection](#)

Updated: 16 March 2020

**Prime Minister Boris Johnson made a statement on coronavirus.**

[PM statement on coronavirus: 16 March 2020](#)

Updated: 16 March 2020

**Information on healthcare advice for employers and support for businesses.**

<https://www.gov.uk/government/news/coronavirus-covid-19-guidance-for-employees-employers-and-businesses>

Updated: 17 March 2020

## COVID 19 Information Governance Advice

The health and social care system is going to face significant pressures due to the COVID-19 outbreak. In the current circumstances it could be more harmful not to share health and care information than to share it. The Information Commissioner has assured NHSX that she cannot envisage a situation where she would take action against a health and care professional clearly trying to deliver care. You can read [the statement](#) from the Information Commissioner's Office, alongside their [Q&A resource](#). Health regulators have also published a [joint statement](#).

We will need to work in different ways from usual and the focus should be **what** information you share and **who** you share it with, rather than **how** you share it. The following advice sets out some of the tools that you can use to support individual care, share information and communicate with colleagues during this time. This includes communications tools where data is stored outside of the UK.

This advice is endorsed by the Information Commissioner's Office, the National Data Guardian and NHS Digital.

### Mobile Messaging

It is absolutely fine to use mobile messaging to communicate with colleagues and patients/service users as needed. It is also fine to use commercial, off-the-shelf applications such as WhatsApp and Telegram where there is no practical alternative and the benefits outweigh the risk.

The important thing, as always, is to consider what type of information you are sharing and with whom. And *as much as possible* limit the use of personal/confidential patient information.

### **Videoconferencing**

We encourage the use of videoconferencing to carry out consultations with patients and service users. This could help to reduce the spread of COVID 19. It is fine to use video conferencing tools such as Skype, WhatsApp, Facetime as well as commercial products designed specifically for this purpose.

The consent of the patient or service user is implied by them accepting the invite and entering the consultation. But you should safeguard personal/confidential patient information in the same way you would with any other consultation.

### **Homeworking**

You may well need to work from home - for example, when self-isolating without symptoms.

If you are working from home and using your own equipment you should check that your internet access is secure (e.g. use a Virtual Private Network and/or if possible avoid public wi-fi) and that any security features are in use.

If you are taking any physical documents home with you that contain personal/confidential patient information, you should also ensure the security of these documents at your home and when travelling.

### **Using Your Own Device**

You can use your own devices to support video conferencing for consultations, mobile messaging and home working where there is no practical alternative.

Reasonable steps to ensure this is safe include: setting a strong password; using secure channels to communicate e.g. tools/apps that use encryption; and not storing personal/confidential patient information on the device unless absolutely necessary and appropriate security is in place.

Information should be safely transferred to the appropriate health and care record as soon as it is practical to do so.

### **Further help**

If your Data Protection Officer or Caldicott Guardian is unsure of appropriate action to take, you can direct Information Governance questions to [the NHSX IG Policy team](#).

<https://www.nhsx.nhs.uk/key-information-and-tools/information-governance-guidance>

## Data Security and Protection Toolkit Submission Deadline 2019/20 – COVID-19 (updated 16:35 16 March)

It is critically important that the NHS and Social Care remains resilient to cyber attacks during this period of COVID-19 response. The Data Security & Protection Toolkit helps organisations check that they are in a good position to do that. Most organisations will already have completed, or be near completion of, their DSPT return for 2019/20.

However, in light of events NHSX recognises that it will be difficult for many organisations to fully complete the toolkit without impacting on their COVID-19 response. NHSX has therefore taken the decision to push back the final deadline for **DSPT submissions to 30 September 2020**. Organisations can choose to complete DSPT before that date. If they do so, and if they fully meet the standard, those organisations will be awarded 'Standards Met' status, as in previous years.

Where organisations have separate agreements with commissioners or information sharing partners, the existing deadline remains unchanged unless agreed between relevant parties.

Whilst the DSPT submission deadline is being relaxed to account for COVID-19, the cyber security risk remains high. All organisations must continue to maintain their patching regimes. Trusts, CSUs and CCGs must continue to comply with the strict 48hr and 14 day requirements in relation to acknowledgment of, and mitigation for, any High Severity Alerts issued by NHS Digital (allowing for frontline service continuity).

Further advice for organisations completing their Data Security and Protection Toolkit assessment is available from <https://www.dsptoolkit.nhs.uk/Home/Contact>

## Coronavirus (COVID-19) advice for people living with diabetes and their families



2020-03-17 Updated  
coronavirus advice - i

## Local Updates

### Datix Update

The CCG Datix System will be placed in Maintenance Mode to enable implementation of a new system update from 07:00pm on Wednesday 18<sup>th</sup> March 2020, therefore it will not be accessible during this time. We anticipate the system to be active again after 9am the following morning.