



Briefing for all Lincolnshire practices on Covid-19 Response

20th 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:

- **Update from John Turner**
- **National Guidance**
- **Communications**
- **Digital**
- **FAQ**

UPDATE FROM JOHN TURNER:



20.03 letter to
practices.pdf

NATIONAL GUIDANCE

NHS England and NHS Improvement/ Gov.UK - Coronavirus

1. COVID 19: Guidance for primary care

https://www.gov.uk/government/publications/wn-cov-guidance-for-primary-care?utm_source=fad3f463-702e-44a5-a2cb-8e58362453bd&utm_medium=email&utm_campaign=govuk-notifications&utm_content=immediate

Advice for primary care professionals dealing with patients with suspected COVID-19:

Key themes:

- Main principles- identification, prevention and avoiding direct contact.
- Actions to take
- Patient transfers
- Environmental cleaning following possible cases

Updated guidance in consultation with NHS England (NHSE).

Time updated

5:06pm, 19 March 2020

2. COVID-19: guidance for employees, employers and businesses

https://www.gov.uk/government/publications/guidance-to-employers-and-businesses-about-covid-19?utm_source=8c113923-35b9-47f8-94b3-4a207b97798b&utm_medium=email&utm_campaign=govuk-notifications&utm_content=immediate

Page summary

Guidance for employees, employers and businesses in providing advice about the novel coronavirus, COVID-19.

Contents:

- What you need to know
- Background

- Symptoms
- What to do if someone develops symptoms of coronavirus (COVID-19) on site
- Travel arrangements
- Sick pay
- Certifying absence from work
- What to do if an employee needs time off work to look after someone
- Limiting spread of coronavirus (COVID-19) in business and workplaces
- Cleaning and waste
- Handling post or packages

Change made

Added details about how to access evidence for work absence.

9:00am, 20 March 2020

3. Number of coronavirus (COVID-19) cases and risk in the UK

https://www.gov.uk/guidance/coronavirus-covid-19-information-for-the-public?utm_source=2f9d77b5-1434-4696-aaeb-0c05ef872f83&utm_medium=email&utm_campaign=govuk-notifications&utm_content=immediate

Page summary

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.

Contents:

- What to do if you have symptoms
- Number of cases
- Risk level
- Recent government action
- Further information

Time updated

6:11pm, 19 March 2020

4. COVID-19: hospital discharge service requirements

<https://www.england.nhs.uk/coronavirus/publication/covid-19-hospital-discharge-service-requirements/>

Document summary:

This document sets out the Hospital Discharge Service Requirements for all NHS trusts, community interest companies and private care providers of acute, community beds and community health services and social care staff in England, who must adhere to this from Thursday 19th March 2020.

It also sets out requirements around discharge for health and social care commissioners (including Clinical Commissioning Groups and local authorities).

Unless required to be in hospital, patients must not remain in an NHS bed. Based on these criteria, acute and community hospitals must discharge all patients as soon as they are clinically safe to do so. Transfer from the ward should happen within one hour of that decision being made to a designated discharge area. Discharge from hospital should happen as soon after that as possible, normally within 2 hours.

Implementing these Service Requirements is expected to free up to at least 15,000 beds by Friday 27th March, with discharge flows maintained after that. Acute and community hospitals must keep a list of all those suitable for discharge and report on the number and percentage of patients on the list who have left the hospital and the number of delayed discharges through the daily situation report.

The current legislation does not describe a specific timeframe for carrying out NHS CHC assessments of eligibility, or for individual requests for a review of an eligibility decision (i.e. Local Resolution and Independent Review). Therefore, NHS CHC assessments for individuals on the acute hospital discharge pathway and in community settings will not be required until the end of the COVID-19 emergency period. Planned legislative change, as part of the COVID-19 Bill, will further support the NHS in relation to this.

The Government has agreed the NHS will fully fund the cost of new or extended out-of-hospital health and social care support packages, referred to in this guidance. This applies for people being discharged from hospital or would otherwise be admitted into it, for a limited time, to enable quick and safe discharge and more generally reduce pressure on acute services.

Discharge requires teamwork across many people and organisations and the funding and eligibility blockages that currently exist cannot remain in place during the COVID-19 emergency period. Therefore, a discharge to assess model will be introduced across England.

Published: 19th March 2020

5. Managing Coronavirus (COVID-19) in general practice (SOP): 19th March 2020

Guidance and standard operating procedures. Coronavirus (COVID-19) and general practice

https://www.england.nhs.uk/coronavirus/publication/managing-coronavirus-covid-19-in-general-practice-sop_19-march/

Contents:

- Scope Background
- Generic principles for primary care settings (community pharmacy, optical, dental and general practices)
- COVID-19 standard operating procedure (SOP) for general practice
- Preparation guidance

6. Closure of educational settings: information for parents and carers

<https://www.gov.uk/government/publications/closure-of-educational-settings-information-for-parents-and-carers/closure-of-educational-settings-information-for-parents-and-carers>

Information for parents and carers about the closure of schools and other educational settings following the outbreak of coronavirus (COVID-19) including which staff constitute a *key worker*
19th March 2020

7. BMA COVID-19: Steps for GP practices to take – outline steps GP practices can take now operationally to manage the escalating Coronavirus situation- 19th March 2020

<https://beta.bma.org.uk/advice-and-support/covid-19/practical-guidance/covid-19-steps-for-gp-practices-to-take>

Key themes:

- Minimise footfall
- Practices working together
- PPE
- Activities to stop
- QOF
- Primary care network direct enhanced service
- Activities to continue

8. NICE to produce rapid COVID-19 guidelines

NICE is developing a series of rapid guidelines on the active management of COVID-19 infection.

The first 3 guidelines will cover the management of patients in critical care, the management of patients who are having kidney dialysis and the management of patients who are receiving systemic anticancer treatments.

Further guidelines, to be announced in due course, are likely to include: symptom management; patients receiving radiotherapy; and patients with rheumatoid arthritis.

NICE will be making the guidelines available to healthcare providers around the world on its website, so they can see the approach the UK is taking.

For the latest news on the development of COVID-19 guidelines visit our website.

<https://www.nice.org.uk/covid-19>

COMMUNICATIONS

1. Red Whale

Red Whale is a company dedicated to the training and education of primary care clinicians. The company also provide weekly bite sized updates focusing on important issues within primary care. They have provided a COVID-19 update 19th March 2020

An emotional and psychological survival guide (part one)

[https://www.gp-update.co.uk/SM4/Mutable/Uploads/pdf_file/PEARL-Emotional-and-Psychological-wellbeing\[2\]-EDITED.pdf](https://www.gp-update.co.uk/SM4/Mutable/Uploads/pdf_file/PEARL-Emotional-and-Psychological-wellbeing[2]-EDITED.pdf)

2. Covid-19 and professional standards activities (including appraisal and revalidation)

Dear Colleagues

Please see attached for sharing with : **All Responsible Officers and Medical Directors in England**
Kind Regards

Sara Watson

Midlands Region Incident Co-Ordination Centre SPOC

For the latest information on Covid-19 visit:

- NHS: <https://www.england.nhs.uk/ourwork/epr/coronavirus/>
- Public Health (incl all government advice): <https://www.gov.uk/guidance/wuhan-novel-coronavirus-information-for-the-public>
- Patients/public: <https://www.nhs.uk/conditions/coronavirus-covid-19/>



Letter from Prof
Powis to ROs and MD

3. Daily Communications Update

NHS England and NHS Improvement

Coronavirus comms handling update

Please find attached the daily comms briefing. In it, you'll find a summary of the health-related provisions in the coronavirus bill, guidance for NHS employers, guidance around discharging patients who are able to go home (including patient resources) and other useful publications and information.

Amends to Messages

NHS111 has asked for GP telephone messages and online booking text be updated to below. The additional 'or' word is very important.

Telephone message

If you have symptoms associated with coronavirus including a new continuous cough and **or** a high temperature, you are advised to stay at home for 7 days. Do not book a GP appointment or attend your GP practice. If you live with other people, they should also stay at home for at least 14 days, to avoid spreading the infection outside the home.

If your symptoms are serious, or get worse, NHS 111 has an [online coronavirus service](#) that can tell you if you need further medical help and advise you what to do.

Only call 111 direct if you are advised to do so by the online service or cannot go online.

For the latest COVID-19 advice please visit www.nhs.uk/coronavirus.

Online booking

If you have symptoms associated with coronavirus including a new continuous cough and **or** a high temperature, you are advised to stay at home for 7 days. Do not book a GP appointment or attend your GP practice. If you live with other people, they should also stay at home for at least 14 days, to avoid spreading the infection outside the home.

If your symptoms are serious, or get worse, NHS 111 has an [online coronavirus service](#) that can tell you if you need further medical help and advise you what to do.

Only call 111 direct if you are advised to do so by the online service or cannot go online.

For the latest COVID-19 advice please visit www.nhs.uk/coronavirus.

FOR ACTION: CCGs need to ensure GP practices are updating with the new text.

New NHS UK video

The NHS UK team have put together a new video on [coronavirus stay at home advice](#). The video is really simple and clear on the expectation and advice if you experience symptoms.

FOR ACTION: Please help to share the video through your social media channels and communications.

FOR INFO: New Coronavirus Contacts

Thank you for your patience when asking for guidance and sign-off. As expected Coronavirus is becoming BAU so we have allocated roles to the Midlands and East comms team members. Please contact the relevant people direct with any queries you may have continuing to cc in the england.memedia@nhs.net inbox.

Midlands

- Strategic lead: Jack Adlam (jack.adlam@nhs.net)
- Operational lead / social media: Jo Baggott (jo.baggott@nhs.net)
- Media lead: Fiona Ireson / Claire Deeley (Fiona.ireson@nhs.net / Claire.deeley@nhs.net)
- Deaths announcement lead: Anne Fessi (anne.fessi@nhs.net)
- Content lead (non-media lines; latest marketing etc): James Tomlinson (james.tomlinson1@nhs.net)

East

- Strategic lead including death announcements: Natasha Williams-Faray (Natasha.williams3@nhs.net)
- Content lead for Trusts and CCGs: Duncan Stroud (duncan.stroud1@nhs.net)
- Media lead: Duncan Stroud / Adrian Lyne (duncan.stroud1@nhs.net / adrian.lyne@nhs.net)
- Deaths announcement lead: Natasha Williams-Faray (Natasha.williams3@nhs.net)
- Social media lead: Carissa Tucker (carissalee.tucker@nhs.net)

Information for all Midlands and East of England CCGs and Trusts**YONM**

Activity on the celebrations have been paused. Should you wish to thank nurses and midwives as well as your other staff and still use the hashtag please do. We'll let you know when we're resuming activity.

Greener NHS 'call for evidence' - deadline Sunday 22 March

A couple of weeks ago we highlighted that NHS staff members from across the country had been invited to submit their ideas on how to make the NHS more sustainable as part of a 'call for evidence' for the Greener NHS campaign.

The deadline for the first round of submissions closes this coming Sunday (22 March) so please remind your colleagues to [submit their ideas](#) now if they haven't already done so.

Offers for NHS staff

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

Domino's will give a free medium pizza to NHS staff who bring in their ID to one of the participating stores upon collection, as a way of saying thank you. The offer is available on Friday 20 March only, at participating stores.

Pret a Manger is offering all NHS workers, emergency services personnel and health and social care staff free hot drinks, alongside giving them 50 per cent off all food. Anyone with an NHS staff ID can pick up the free drinks and discounted food in all branches of the coffee chain.

McDonald's announced that they will be giving out free drinks to NHS workers, emergency services personnel, and health and social care staff with a valid ID.

FOR ACTION: Please share with your colleagues as appropriate.



200319_COVID-19_
Daily comms briefing.

4. Cyber security advice for circulation

Dear All,

The cyber security team for Arden & Gem has become aware of the global increase of cyber criminals using the COVID-19 (novel coronavirus) pandemic as an opportunity to carry out online scams and malicious cyber activity. Reports include opportunistic attempts to use the COVID-19 pandemic to trick people to:

- download malware from COVID-19 maps, or
- enter their details into phishing websites.

What's happening

Scammers and attackers are using the public interest in COVID-19 to create opportunistic online scams and attacks.

Text message scams

Reports have been received of COVID-19 themed scam text messages that have a link that claims to direct people to testing facilities. Links within these messages are not legitimate and instead install malicious software on to your device that's designed to steal your personal information, such as banking details.

Phishing emails claiming to have updated COVID-19 information

Individuals in the UK, especially health care workers, have been targeted by coronavirus-themed phishing emails, with infected attachments containing fictitious 'safety measures'. Instead of the attachments containing health information, it instead installs malicious software on your device that's designed to steal personal information.

We have also been made aware of similar emails being circulated internationally that encourage people to fill in their email and password before they can get information on COVID-19. These are not legitimate, and instead are an attempt to steal personal information.

Fake coronavirus maps

We would also like to inform you of a new campaign where the attackers claim to have a 'coronavirus map' application that people can download onto their devices. Instead, the application is malware, designed to steal sensitive information from the device it is downloaded onto, such as passwords.

What to do

The security team recommends anyone looking for COVID-19 information use their regular news sites and official government websites.

We would also advise clients to do the following:

- Be sceptical of advice that doesn't come from official sources, particularly if it's been sent to you unexpectedly.
- Protect your passwords and login credentials, don't enter these into any websites relating to the COVID-19 virus.
- Do not download untrusted applications or software.
- Keep your devices up-to-date.
- Keep your anti-virus up to date and run regular checks.

What do you do if you think you are a victim?

- If you believe you might have revealed sensitive information about your organisation, report it to the appropriate people within the CCG as well as the Arden and Gem Service desk. They can be alert for any suspicious or unusual activity.
- If you believe your financial accounts may be compromised, contact your financial institution immediately and close any accounts that may have been compromised. Watch for any unexplainable charges to your account.
- Immediately change any passwords you might have revealed. If you used the same password for multiple resources, make sure to change it for each account, and do not use that password in the future

5. QOF FY2019/20 COVID-19

We are sending this email on behalf of NHS England and NHS Improvement

NHS England and Improvement has today (19th March 2020) issued their third letter on the general practice response to Covid-19 in which they have 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.

To aid this analysis and to enable any one-off payments to be made at the earliest opportunity it is important that practices undertake the usual activities to ensure QOF calculation and payment. It is also important that practices undertake and accept CQRS service offers for 2020/21 to ensure ongoing payment of QOF aspiration and other practice payments.

NHS England will make sure that funding does not influence clinical decision making by ensuring that all GP practices in 2020/21 continue to be paid at rates that assume 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.

Kind regards

CQRS Feedback

NHS Digital cqrsfeedback@nhs.net

6. MIDS0698 FOR INFO: Community Pharmacy Preparedness Letter- 19 March 2020

This is the second of a series of regular updates to community pharmacy regarding the emerging COVID-19 situation. An electronic copy of this letter and letters sent to the other primary care professions, and all other relevant guidance from NHS England and NHS Improvement, can be found here: www.england.nhs.uk/coronavirus/primary-care/



Preparedness
letter_primary care_c

7. CEBM: Oxford COVID19 evidence service

The Centre for Evidenced Based Medicine has committed its skills and expertise in evidence synthesis and dissemination to the effort against the current COVID-19 pandemic. The page is updated regularly

<https://www.cebm.net/oxford-covid-19/>

DIGITAL

The IT team are continuing their work to deploy Away From My Desk and are finalising communications for circulation, we are expecting this very soon.

Microsoft Teams has now been deployed and should appear on all desktops so there is no need to download and install. If you have any problems with running teams and logging in we will be producing a user guide that will be published on Monday.

We have been able to secure some more laptops with some excellent cooperation from ULHT so a big vote of thanks to them We will continue to distribute laptops where practices are at risk and need VPN access and laptops to allow clinicians to work from home. Please contact Steve Pitwell Stephen.pitwell@ulh.nhs.uk.

We have also placed an order for more laptops with Dell but demand is extremely high and even with NHS priority will be expecting delivery and deployment in around four weeks.

We are now working on procuring extra monitors, web cams, heads sets, and other supporting telephony solutions. More information will follow over the next week.

IT issues:

Please continue to use the IT service desk for requests;

Service Desk Details:

T: 0300 123 1020

E: agcsu.itservicedesk@nhs.net

Self-Service: <https://ardengem.saaseu.com>

Live Chat: <https://itservices.ardengemcsu.nhs.uk>

If you have really urgent requests or issues that are not answered promptly, please contact Steve Pitwell Stephen.pitwell@ulh.nhs.uk

LINCOLNSHIRE FAQ'S FOR PRIMARY CARE

20/03/2020

Can practices receive updates with regards possible outbreaks within Lincolnshire care homes?



Update for infectious disease outbreaks in l

The Infection Prevention and Control team in Public Health Division LCC, will now be sending the updates through to the generic inbox for circulation.

Are 111 issuing medical certificates for those patients self-isolating?

<https://www.nhs.uk/conditions/coronavirus-covid-19/self-isolation-advice/>

Individuals can get an isolation note to give to your employer without going to GP.

For individual who are self-isolating due the coronavirus, they can get an isolation note to send to their employer as proof they need to stay off work without going to the GP.

Can we be testing our healthcare workers sooner to ensure that they return to work to help support our patients?

Following the PMs announcement earlier this week we have been preparing to respond to the formal request to stand up our community swabbing service again with the expectation that health care workers will be prioritised. Unfortunately the guidance for this has not followed and therefore we cannot restart this service at this time. We are however making all of the necessary preparations to ensure that we will be able to respond when the national / regional team produce the necessary guidance / ask.

Repeat medication- should we be issuing more than 28 days supply?

With the current situation that the NHS is facing, there has been an increase in patients requesting and being prescribed 3 months' supply of medication including inhalers.

As specified in the *Next steps on general practice response to Covid-19 document issued 19th March 2020*, there should be no move to increase the duration of prescriptions

Should we be prescribing 5 day rescue packs of steroids and antibiotics for those patients with COPD and Asthma?

The information about rescue antibiotic packs is currently being circulated on Face book and has been escalated. No official communication has been received by Optum, NHSE or CCGs to confirm that this is the case. An update will be provided as and when available.

How do we manage contraception provision without face to face consultations?

Below is the link for a document entitled – How to manage contraception provision without face to face consultations.

<https://pcwhf.co.uk/wp-content/uploads/2020/03/FINAL-Remote-contraceptive-services.pdf>