



Briefing for all Lincolnshire practices on Covid-19 Response

23rd 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. National Guidance
2. Communications
3. Digital
4. FAQ

1. NATIONAL GUIDANCE

1. Covid-19 Stay at home advice if you have coronavirus symptoms

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

- Stay at home if you have either a: **a high temperature** – this means you feel hot to touch on your chest or back (you do not need to measure your temperature)
- **a new, continuous cough** – this means coughing a lot for more than an hour, or 3 or more coughing episodes in 24 hours (if you usually have a cough, it may be worse than usual)
- **To protect others, do not go to places like a GP surgery, pharmacy or hospital. Stay at home.**
- Use the 111 online coronavirus service to find out what to do.
- If you have symptoms of coronavirus you need to stay at home for 7 days.
- If you live with someone who has symptoms, you'll need to stay at home for 14 days from the day the first person in the home started having symptoms.
- If you live with someone who is 70 or over, has a long-term condition, is pregnant or has a weakened immune system, try to find somewhere else for them to stay for 14 days.

Updated 22nd March 2020

2. Get Support as an extremely vulnerable adult- please register on the link below:

www.gov.uk/coronavirus-extremely-vulnerable

- Register if you have a medical condition that makes you extremely vulnerable to coronavirus. For example, you'll be able to ask for help getting deliveries of essential supplies like food.
- If you're not sure whether your medical condition makes you extremely vulnerable, register anyway.
- You can register yourself, or on behalf of someone else.
- If you know it, it's useful to have your NHS number to hand. You can find it on any letter the NHS has sent you or on a prescription.

3. Coronavirus guidance for clinicians and NHS managers

<https://www.england.nhs.uk/coronavirus/>

- About Coronavirus
- Prevention
- Infection Control

- Assessment
- Management - Suspected Coronavirus (COVID-19)
- Management - confirmed Coronavirus (COVID-19)
- Discharge
- Isolation
- Travel advice for patients
- General Practice
- Dental Practice
- Community Pharmacy
- Optical Settings
- Other resources

Updated: 23 March, 2020, 10:48am

4. Covid-19-guidance-on-social-distancing-and-for-vulnerable-people

<https://www.gov.uk/government/publications/covid-19-guidance-on-social-distancing-and-for-vulnerable-people/guidance-on-social-distancing-for-everyone-in-the-uk-and-protecting-older-people-and-vulnerable-adults>

Taking to reduce social interaction between people in order to reduce the transmission of coronavirus (COVID-19).

It is intended for use in situations where people are living in their own homes, with or without additional support from friends, family and carers. If you live in a residential care setting [guidance is available](#).

We are advising those who are at increased risk of severe illness from coronavirus (COVID-19) to be particularly stringent in following social distancing measures.

This group includes those who are:

- aged 70 or older (regardless of medical conditions)
- under 70 with an underlying health condition listed below (ie anyone instructed to get a flu jab as an adult each year on medical grounds):
 - chronic (long-term) respiratory diseases, such as [asthma](#), [chronic obstructive pulmonary disease \(COPD\)](#), emphysema or [bronchitis](#)
 - chronic heart disease, such as [heart failure](#)
 - [chronic kidney disease](#)
 - chronic liver disease, such as [hepatitis](#)
 - chronic neurological conditions, such as [Parkinson's disease](#), [motor neurone disease](#), [multiple sclerosis \(MS\)](#), a learning disability or cerebral palsy
 - [diabetes](#)
 - problems with your spleen – for example, [sickle cell](#) disease or if you have had your spleen removed
 - a weakened immune system as the result of conditions such as [HIV and AIDS](#), or medicines such as [steroid tablets](#) or [chemotherapy](#)
 - being seriously overweight (a body mass index (BMI) of 40 or above)

- those who are pregnant

Note: there are some clinical conditions which put people at even higher risk of severe illness from COVID-19. If you are in this category, next week the NHS in England will directly contact you with advice about the more stringent measures you should take in order to keep yourself and others safe. For now, you should rigorously follow the social distancing advice in full, outlined below.

People falling into this group are those who may be at particular risk due to complex health problems such as:

- people who have received an organ transplant and remain on ongoing immunosuppression medication
- people with cancer who are undergoing active chemotherapy or radiotherapy
- people with cancers of the blood or bone marrow such as leukaemia who are at any stage of treatment
- people with severe chest conditions such as cystic fibrosis or severe asthma (requiring hospital admissions or courses of steroid tablets)
- people with severe diseases of body systems, such as severe kidney disease (dialysis)

What is social distancing?

1. Avoid contact with someone who is displaying symptoms of coronavirus (COVID-19). These symptoms include high temperature and/or new and continuous cough
2. Avoid non-essential use of public transport when possible
3. Work from home, where possible. Your employer should support you to do this. Please refer to [employer guidance](#) for more information
4. Avoid large and small gatherings in public spaces, noting that pubs, restaurants, leisure centres and similar venues are currently shut as infections spread easily in closed spaces where people gather together.
5. Avoid gatherings with friends and family. Keep in touch using remote technology such as phone, internet, and social media
6. Use telephone or online services to contact your GP or other essential services

Everyone should be trying to follow these measures as much as is practicable.

We strongly advise you to follow the above measures as much as you can and to significantly limit your face-to-face interaction with friends and family if possible, particularly if you:

- are over 70
- have an underlying health condition
- are pregnant

This advice is likely to be in place for some weeks

Handwashing and respiratory hygiene.

What should you do if you develop symptoms of coronavirus (COVID-19)

The same guidance applies to the general population and those at increased risk of severe illness from coronavirus (COVID-19). If you develop symptoms of COVID-19 (high temperature and/or new and continuous cough), self-isolate at home for 7 days. You can find the full guidance at [stay at home](#).

Getting assistance with foods and medicines if you are reducing social contacts

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

What should you do if you have hospital and GP appointments during this period?

We advise everyone to access medical assistance remotely, wherever possible.

What is the advice for visitors including those who are providing care for you?

If you receive essential care from friends or family members, speak to your carers about extra precautions they can take to keep you safe. You may find this guidance on [Home care provision](#) useful.

What is the advice if I live with a vulnerable person?

If you live in a house with a vulnerable person refer to our [household guidance](#).

Looking after your mental wellbeing – Links to exercise

<https://www.nhs.uk/live-well/exercise/easy-low-impact-exercises/>

HM Government

Annex 1 – Identification of Vulnerable Groups: Methods



200323_COVID-19_
CMO_MD_letter to GF

Updated: 21 March 2020

Letter for patients in vulnerable groups



200321_GP
letter_patient letter_

CARING FOR PEOPLE AT HIGHEST RISK DURING COVID-19 INCIDENT



Briefing for Practices
Covid-19 Response 1

Updated; 21st March 2020

- <https://www.gov.uk/coronavirus>
How to protect yourself and others
Employment and Financial Support
School closures, education and childcare
Business and other organisations
Healthcare workers and carers
Travel

Access to Lincolnshire Childcare Provision for NHS Key Workers;



NHS Key Worker
Validation - Childcare

2. COMMUNICATIONS

Update from LCHS:

Due to unprecedented pressure on our NHS services across Lincolnshire it is necessary to change the opening hours of our Louth and Skegness Urgent Treatment Centres to better meet the needs of patients at this time. The Urgent Treatment Centres at Louth and Skegness are changing their opening hours and will be open from 8am to 10pm. After 10pm anyone requiring Urgent Care should contact 111 with will ensure their needs are met.

3. DIGITAL

For remote consultations through GP clinical systems

<https://www accurx.com/>

<https://www.youtube.com/watch?v=6T3pc6lz-7I> - more in depth review

<https://www.youtube.com/watch?v=aryAqMqdHg0> - overview of video function

VPN Access, laptops and Microsoft Teams

Urgent requests for laptops and VPN access, where practices are at risk and need and laptops to allow clinicians to work from home, **should not** go through the ICT service desk, please continue to contact Steve Pitwell Stephen.Pitwell@ulh.nhs.uk [With these requests](#)

Away From My Desk remote access system has been cleared for use and guidelines have been distributed by AGEM. We are in the process of setting up an account with the provider to allow practices to order licences hopefully this will be ready by the middle of this week. At present this is restricted to a maximum to 5 licences per practice. If practices have a requirement for more licences than this they should contact Ollie Webb ollie.webb@nhs.net

Microsoft Teams is fully available to all practices on both Windows 10 and Windows 7 and should appear as an icon on your desktop as well as a Quick Start Guide icon. A guide to setting up is also included here.

Please find guidance on Microsoft Teams.



Teams QS(3) (1).pdf teamsgettingstartedlincolnshireCCGs - upd

4. FAQ'S

LINCOLNSHIRE FAQ's FOR PRIMARY CARE - 23/03/2020

20 March 2020: FAQs on using FFP 3 Respiratory Protective Equipment (RPE)



FAQ - FFP3 20 March 2020 (13).pdf

GUIDANCE ON SUPPLY AND USE OF PPE



PPE Letter FINAL 20 March 2020 (3).pdf

28 day prescribing

To reduce the current burden on the medication supply chain, GPs and patients are requested to adhere to normal prescribing patterns for both duration and quantity.

The NHS recognises that a 28-day repeat prescribing interval makes the best possible balance between patient convenience, good medical practice and minimal drug wastage.

The British Medical Association notes that "Prescribing intervals should be in line with the medically appropriate needs of the patient, taking into account the need to safeguard NHS resources, patient

convenience, and the dangers of excess drugs in the home.”

The benefits of 28-day prescribing include:

- Reducing the amount of medicine which is currently wasted when your doctor stops or changes your medicine.
- Reducing the potential for error when your medication is changed in the middle of supply.
- Increased safety as you will not have multiple containers of the same medicine meaning it is likely to reduce the number of mistakes made by, for example, elderly patients, and it will also reduce the risk of potential poisoning of young children.
- Many medicines are supplied in 28-day ‘calendar packs’ that show the day of the week on the packaging, allowing you to check that you have taken your medication each day. You will start and finish the container of each medicine on the same day of the week, meaning it will be easier for your doctor to review all of the repeat medicines you are taking and to see when you have not ordered your medicines.
- Many patients have to make several visits each month to their surgery because they have run out of their medicines at different times. With 28-day prescribing you should finish your medicines all at the same time, meaning you will only have to visit the surgery once a month to collect your repeat medicines. It will also reduce the likelihood of needing to make an emergency request if you run out of medicine.
- Financial losses due to medicines waste represent a direct loss to patient care. Since 28-day prescribing reduces medicines waste, this in turn has a positive impact on patient care. Studies in the UK and abroad have shown significant savings and a reduction in waste with 28-day

Social Media Clarification - Rescue Packs

The CCG is aware of false information circulating on social media about the availability of and access to what are known as ‘rescue packs’.

These packs, which provide emergency medication for people who have been clinically-assessed as eligible, cannot simply be requested on demand by anyone with a pre-existing respiratory condition.

We appreciate that people with underlying health conditions will be concerned about their health and wellbeing at this current time – as we all are.

However, the correct approach is to follow the national health advice and guidance:

- Reduce your risk of getting coronavirus (COVID-19) by practising good hand hygiene
- Avoid unnecessary social contact by practising social distancing – that means no visitors to your home, including family and friends
- Only contact your GP – or NHS 24 (111) out of hours – if you feel you can't cope with your symptoms at home or your condition gets worse.

Site Closures

Should a practice within a PCN footprint need to close a site, please contact your Locality Lead to discuss. This will enable arrangements and communications can be put in place. CCG Colleagues will support you with this to explore other arrangements as required.