



# Briefing for all Lincolnshire practices on Covid-19 Response

**24th 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](mailto: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. Maternity
5. Communications
6. Digital

## Urgent for action

### QOF

GP Practices need to sign up for 2020/2021 payment.

NHS England and Improvement last week 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.

## Urgent for action

### EMAS Information Sharing Agreement

Open up your shares on your clinical system for active Business Continuity plans, so other providers can access patient records as required.

EMAS Information Sharing Agreement has been revised and is now approved. Please sign up to this. EMAS are attempting to build in additional resilience with the use of technology in their responses, so in light of the current situation with COVID-19 and demand on the divisions, access to GP Connect is even more essential to ensure appropriate clinical management of patients and conveyance to ED where required.

Please can you link with your respective CCG primary care leads to enable a further push to ensure that GP Information Sharing Agreements are in place in order for NHS Digital to affect switch on so that EMAS crews can then access patient information at scene.

<b>Urgent for action</b>
<p><b>Business Continuity</b></p> <ul style="list-style-type: none"> <li>▪ Each PCN Lead will be able to link in with their Locality Lead for support.</li> <li>▪ A number of CCGs have raised Indemnity as a query as they start to prepare business continuity planning, due to COVID-19, for dealing with the impact on workforce &amp; patients.</li> <li>▪ The high likelihood of having to consolidate services to fewer sites and to operate across practices to ensure business continuity is growing. Practices have flexibility to do so and should speak to their primary care lead.</li> <li>▪ Please see below a link shared by the national team signposting to a statement published on NHS Resolution (NHSR).</li> </ul> <p><a href="https://resolution.nhs.uk/2020/03/19/covid-19-and-business-continuity/">https://resolution.nhs.uk/2020/03/19/covid-19-and-business-continuity/</a></p>

<b>Normal Action</b>
<p><b>Any Workforce Issues</b></p> <p>If there are any practice workforce issues, please could they be emailed the Primary Care generic inbox.</p> <p>Email: <a href="mailto:lincsprimary.covid19@nhs.net">lincsprimary.covid19@nhs.net</a></p>

<b>Normal Action</b>
<p><b>Practices</b></p> <p>Practices should link in with their locality leads regarding business continuity arrangements and any additional support that may be required.</p>

<b>Normal Action</b>
<p><b>Paracetamol</b></p> <p>Asking GPs to use clinical judgment when prescribing paracetamol. Can buy over counter but cannot have it on prescription unless already on as repeat.</p>

<b>Normal Action</b>
<p><b>Two Week Wait Patients</b></p> <p>Charlie Carroll, Cancer Manager, has asked if going forward we can ask primary care to use the below text to highlight an at risk vulnerable patient:</p> <p>In the FREE TEXT BOX on the 2WW form please write – AT RISK – ASTHMATIC or AT RISK – OVER 70 or AT RISK – COPD whatever the category is. Please use the narrative AT RISK not HIGH RISK.</p> <p>NICE NG161 guidance on delivering cancer services during the Covid-19 outbreak  <a href="https://www.nice.org.uk/guidance/NG161">https://www.nice.org.uk/guidance/NG161</a></p>

## FOR INFORMATION

### Outbreak Information

Information of an outbreak at: Cloverleaf, Lincoln, LN1 1EW and Holbeach and East Elloe Hospital, Holbeach, PE12 8AQ

### Outbreak Details – Cloverfield

Outbreak reported: Respiratory

Nature of symptoms: high temps and new coughs

Outbreak start date: 23.03.20

Number of symptomatic residents to date/ total number of residents: 1/12

Number of symptomatic staff to date/ total number of staff: 2

### Outbreak Details - Holbeach

- Outbreak reported: Respiratory
- Nature of symptoms: ongoing chest infections diagnosed by the GP.
- Outbreak start date: Reviewed last week.
- Number of symptomatic residents to date/ total number of residents: 2/50
- Number of symptomatic staff to date/ total number of staff: 0

### Advice & Support

2 residents with ongoing chest infections. These have been diagnosed over 10 days ago by the GP. Neither resident has a new cough or a temperature.

IPC advice has been given, outlining the following precautions to be taken:

- Home to close to visitors
- GP Practice and other health professionals made aware.
- Isolate those affected.
- Promotion of hand hygiene with soap and water; use of appropriate PPE by staff; environmental cleanliness and ensure cleaning schedules are in place.
- Correct waste streams advised to be put in place in the affected residents rooms.
- Maintain daily monitoring of all service users for signs & symptoms, to identify affected residents and liaise with GP directly where necessary.
- Home advised to maintain daily contact with LCC – IPC Team until the outbreak concludes



Fw Update for  
infectious disease out

## FOR INFORMATION

### Paediatrics advice to GP's COVID 19

Guidance to GPs re **High Risk clinical situations for Sepsis/ serious health conditions/ health escalations** that will need consideration to referral to hospital urgently *after remote consultation*, see guidance below.



Paediatrics advice to  
GPs COVID 19 (3).doc

## FOR INFORMATION

### Information relating to Local Enhanced Service Q4 claims/payments.

The Q4 Local Enhanced Services submissions are **not** required by the CCGs. Payment will be made in the normal timeframes based on the average of Q1-Q3 data. This action is being taken nationally to manage workloads and protect income for practices in response to COVID-19.

## FOR INFORMATION

### Medicines Management Contact Details

Please contact Medicines Management on this generic email address:  
[ohs.mmo.sharedservices@nhs.net](mailto:ohs.mmo.sharedservices@nhs.net)

## FOR INFORMATION

### COVID-19: steps for GP practices to take

We outline steps GP practices can take now operationally to manage the escalating Coronavirus situation.

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

## FOR INFORMATION

### Patient information sharing

In light of the current Covid-19 situation, practices are now able to share patient information with other practices.

## FOR INFORMATION

### Contact

If you have a query which you need responding to by Primary Care or Public Health colleagues in NHSEI, or should there be any GP practice closures, can you please email these to [england.mids-incident@nhs.net](mailto:england.mids-incident@nhs.net) and put at the first part of the subject heading in bold: Please escalate to Regional primary care / public health spoc. Our incident centre will then immediately redirect these emails into our primary care and public health inbox.

In turn if Primary Care or Public Health colleagues from NHSEI have any issues or queries to be brought to your attention we will type in the subject heading : Please escalate to CCG spoc: primary care and we will ask our incident centre to forward these onto your CCG incident inboxes. It will be through this route that we will notify you of any community pharmacy closures.

We have been asked if STP / CCG incident cells can have primary care representation from NHSEI and unfortunately we are not in a position to be able to join all of these meetings and therefore we are requesting that any queries relating to primary care and public health that arise from these meetings are communicated through the regional primary care / public health spoc route and we will come back to you.

## FOR INFORMATION

### Staff Returning from Abroad

The advice from the Senior Health Protection Nurse is, no need to self-isolate unless symptomatic.

## Maternity

### Community Midwife Appointments

All appointments should still take place. Women will be contacted by their midwife, by phone and asked a series of questions and then be notified whether you will have a home visit or be seen at clinic, or have a telephone consultation. Please attend your appointment alone. The same applies to postnatal contacts, after you have had your baby.

If women are self-isolating due to having symptoms of Coronavirus (cough or high temperature) or a family member been isolated then do not attend your appointment. If safe to do so, your appointment will be delayed until after your period of isolation ends.

### Hospital Antenatal Clinic Appointments

Appointments should still take place. Women will be contacted by a midwife, by phone and asked a series of questions. This may be a telephone consultation. This is to reduce the number of people in the waiting areas, reducing the exposure to the virus.

### Attending for scans or other tests

Appointments should still take place. Women will be contacted by a midwife, prior to the appointment, by phone and asked a series of questions.

### Urgent Care

Women should not delay seeking advice if they have any concerns about their baby's movements, are unwell, or in pain or bleeding. It is important they inform the midwife when calling if you are self-isolating or have symptoms of fever or cough.

### Care in labour

The midwifery service will aim women's choice. However;

- Only bring one birth partner.
- If women have suspected or confirmed Coronavirus, staff providing care will need to move them to isolation area and wear protective equipment before giving care. In an emergency this may cause a short delay. Staff are practicing putting on this equipment at speed to reduce the impact of this on you and your baby.
- Visiting on the Maternity wards is restricted to birth partners only. No children.
- There are no restaurant/vending machine facilities available for birth partners – women need to come prepared. The service will continue to provide food and refreshments to women, as normal.

### Home Birth Service

The ability to staff a home service will be monitored on a daily basis. Unfortunately, on the basis of safety occasionally it may be suspended temporarily.

## Induction of labour or planned Caesarean birth.

Due to the increased demands on our service at this time, there is a high chance that ULHT will might need to move planned births to a different day at short notice. This may include;

- Attending on a different day to originally planned
- Giving birth at either Pilgrim Hospital or Lincoln County Hospital.

## Contact Telephone Numbers

Pilgrim Hospital Labour Ward – 01205 445424

Lincoln Hospital Labour Ward – 01522 573317

For general information about the Coronavirus and pregnancy please visit;

<https://www.rcog.org.uk/en/guidelines-research-services/guidelines/coronavirus-pregnancy/covid-19-virus-infection-and-pregnancy/>

It is expected the large majority of pregnant women will experience only mild or moderate cold/flu symptoms.

Advise women at home if they have a high temperature or new continuous cough and use the NHS 111 online service for further information and advice;

<https://111.nhs.uk/covid-19>

Only call 111 if you cannot access the online service.



## Communications

- **Firearms Licensing**

Lincolnshire Police have suspended all processing of firearms licensing during the Covid-19 outbreak, so no new licenses will be issued.

Renewals will continue to be processed, so practices will continue to be asked to support this process in the usual way.

Practices are asked though to remain vigilant to patients with firearms who may be at risk of self-harm during this difficult time, and to inform the firearms licensing team if there are concerns

[fal@lincs.pnn.police.uk](mailto:fal@lincs.pnn.police.uk)

## Communications

- **Primary Care Services England**

Due to Covid-19 PCSE are having to focus on core services at present, which are:

- Processing and uploading the monthly contractual payments to practices
- Delivering supplies orders such as needles, syringes, prescriptions, and essential NHS forms
- Processing patient registrations, removals, and dealing with any messaging errors on the GP links between practices and PCSE.
- Processing urgent medical record requests to ensure continued patient care
- Ensuring that GPs are correctly registered on the Performers List and able to provide services to the NHS
- Processing retirement, pension opt-out and death in service applications
- End of year pension forms - We continue to accept pension forms for 2018/19 end of year. Please be aware however that processing times might be extended as we prioritise our activity towards urgent and essential services.
- Service provision - PCSE will continue to work with NHS England to do everything we can to ensure practices are supported. Updates are also available on the PCSE website.

## Communications

- **Temporary practice closures**

If a practice should need to close temporarily as a precaution against the spread of Coronavirus, PCSE can support practices. For example, PCSE can manage the movement of patient records and postpone deliveries of supplies. In the first instance, practices should get in touch with their CCG to discuss options, and PCSE supplies team will be happy to discuss possible actions. The team can be



contacted via the online form available here.

## Communications

Please see the link to the NHSE/I SOP for primary care, which contains further detailed guidance on online and telephone triage:

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

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/>

## Communications

### Updated Stay at Home Guidance

Includes translated guidance in a variety of languages


<https://www.gov.uk/government/publications/covid-19-stay-at-home-guidance>

## Communications

### An update from One You Lincolnshire

In light of the current situation nationally with COVID-19, we would like to inform our clients, clinics and professional partners that One You Lincolnshire has moved to a remote offering for the foreseeable. Our priority is to protect the health of our staff and our clients. As many of the clients we work with are vulnerable with long term health conditions, we can better protect you all at this time if you don't come into clinics. As such, our remote offering covers online platforms and telephone-based services.

Our staff are working hard to get in touch with our clients. If you have not yet heard from us – please do get in touch by calling 01522 705162 or the member of staff you are working with. We also recommend that you follow our Facebook page to stay up to date with further news from One You Lincolnshire:- <https://www.facebook.com/oneyoulincolnshire/>. If you're a healthcare professional, we will be updating you via our Newsletter. To sign up please click the following link:- <http://eepurl.com/gNnsMn> We are reviewing this situation on a frequent basis and will provide updates on our channels accordingly.

DIGITAL
Update on our COVID-19 PROTECT Interface which we have been developing 24/7 in the last few days in order to support our NHS Coronavirus response. The interface enables:
1. Identification of patients at high risk of needing an ITU bed if they were to get infected – (instant risk stratification of population based on our Advice and Guidance Eclipse Live capability).
2. Proactive engagement of these high risk patients to ensure they are aware of the risk and that they are conforming with self-isolation and protection advice.
3. Operational surveillance of these patients through daily online updates/interactions.
4. Ability to use NHS workers in self-isolation to work remotely to implement these activities.
5. Protect front line NHS workers such as ambulance crews with foresight into the population.
6. Provision of Capacity planning for pending admissions.
Attached a summary document to provide initial context.
 20-03-24- NHS Pathways - COVID 19

DIGITAL
<b>Video Consultations</b>
<p>The British Journal of General Practice has published a guide for practices on how to use video in clinical consultations.</p> <p>It covers the steps practices need to take to get started, guidance for clinicians on how to conduct the consultation and advice for patients on what to expect and how to prepare for a video consultation <a href="https://www.networks.nhs.uk/networks/news/a-guide-to-video-consultations">https://www.networks.nhs.uk/networks/news/a-guide-to-video-consultations</a></p> <p>If you are not up and running with QDoctor yet please contact Please contact Steve Pitwell  <a href="mailto:Stephen.pitwell@ulh.nhs.uk">Stephen.pitwell@ulh.nhs.uk</a></p> <p>The IT team are still working hard on a number of options to support remote working and VPN access to clinicians and staff who are isolated at home. This may include taking desktops home and / or a Virtual Desktop Interface. We will make an announcement through this Bulletin as soon as a solution is ready to be deployed.</p> <p>We have started getting laptops out to practices with a very urgent need but please remember these are in short supply at the moment. Please remember that 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  <a href="mailto:Stephen.Pitwell@ulh.nhs.uk">Stephen.Pitwell@ulh.nhs.uk</a> with these requests</p>