Herefordshire & Worcestershire Daily Digest
15 April 2020

Caring for People at Highest Clinical Risk During COVID-19 - UPDATE

SNOMED Codes:

Further to the information detailed in yesterday's Daily Digest regarding how to manage people at highest clinical risk during COVID – 19, the following document has been developed to clarify how patients should be coded, including details concerning whether old codes should be removed. (See coding of vulnerable patients document)

Wyre Forest Health Partnership have also kindly developed an COVID -19 assessment template containing the new risk codes. This can be accessed via the attached zip file.

HWCCG Support for COVID-19 Vulnerable Patients Flow Chart - AMENDMENT

The flow chart detailing how practice can access additional support from the CCG Primary Care and Medicines Commissioning team did imply that practices need to contact patients on the shielding list, this is not the case It has now been amended to advise practices to follow National Guidance regarding Caring for People at Highest Clinical Risk during COVID-19. The link to the guidance document is included within the flowchart. We apologise for any confusion caused.

Laptops

- A number of laptops provided by the CCG have still not been switched on/tested. Please take time to do this asap to ensure timely IT support can be provided if required. Recommend that laptops are tested remotely (e.g. at home) to determine if the VPN connection works.
- If you get stuck setting your laptop up or have any queries/issues, please contact Hwdigital.enquires@nhs.net. **Please do not** try and resolve problems by uninstalling systems, as this will cause more issues.
- Some practices using Docman 7 will have noticed Docman 10 is installed on the laptops provided. To continue using Docman 7, you will need to purchase a remote connection solution licence (e.g. LogMeIn) to connect to the practice computers or alternatively if the practice agrees to upgrade to Docman 10, please contact the Digital Team on Hwdigital.enquiries@nhs.net and project support for the upgrade can be arranged.

Staff Returners Standard Operating Procedures - Primary Care Training Hub

The COVID-19 Workforce page has been updated today to include to SOPs on Staff Returners from the Training Hub. The SOPs provide clarity between route of staff entry into the system and pathways for returners and volunteers during the Covid-19 pandemic (please note there are separate SOPs for Herefordshire and Worcestershire). If you have any queries regarding the SOPs, please contact Caroline Hatton, Head of Primary Care Training Hub caroline.hatton@taurushealthcare.co.uk

Preparedness Letter dated 14 April 2020

Please see attached in the below section the updated GP Preparedness letter dated 14th April. A key change is the increase to the minimum **number of appointments that practices must make available for 111 direct booking**, which is now a minimum of 1 appointment per 500 patients for direct booking, effective from 14th April until 30th June. Although it is not clear in the letter, we have explored this further and have received confirmation that there is **no requirement** for Practices to increase their number of local 111 direct slots, as the CMS providers will provide this additional capacity via the service commissioned with them to support the Covid Clinical Assessment Service. However, we would ask Practices to please ensure that the contracted 1 per 3,000 appointments remains open to enable 111 to book telephone triage appointments for non-covid patients.

National Publications

https://www.england.nhs.uk/coronavirus/wp-content/uploads/sites/52/2020/03/C0264-GP-preparedness-letter-14-April-2020.pdf

TeamNet updates published 14 April 2020

Minor Eye Care Services - found under 'other providers'.
https://teamnet.clarity.co.uk/Announcements/ViewItem/f8365779-91c5-4870-b7e7-ab9d011df45b