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Improving Access Services

Service & Practice Action Card

*Updated COVID-19 Screening
Process for GP Practices*

UPDATED 17TH MARCH 2020

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Version	Date	Summary of Changes	Reviewer
1.0	13 th March 2020	Initial draft	Dr Simon Hincks
1.1	13 th March 2020	Final	Dr Simon Hincks
1.2	14 th March 2020	Self-Isolation link updated	Dr Simon Hincks
1.3	16 th March 2020	Instructions for patients attending f2f appointments updated	Dr Simon Hincks
1.4	17 th March 2020	New Government & PHE advice updated	Dr Lucy Bamford Jen De Souza

Background

Because of the recent update in what is defined as a COVID-19 case we need to undertake the following actions. This advice is evolving daily, this is updated advice from 17th March 2020:

This applies to:

- All patients now contacting the practice face to face or by phone

OR

- Already booked in to face to face slots who will need contacting and rescreening

Screening Questions

a) Do you have a NEW continuous cough? (for 4hrs)

OR

b) Do you have a fever? (>37.8)? (or feels hot if no thermometer)

****Travel History is now not relevant****

If the answer is positive to either question:

Apologise and advise them that we will have to cancel the appointment.

Then ask the following question:

“Do you feel you are unwell enough that you might need to be in hospital?”

If the answer is positive:

- the patient should be advised to use NHS 111 online; <https://111.nhs.uk/>
- Or call NHS 111 if they don't have online access.
- **Advise them if they deteriorate significantly to call 999**

If the answer is negative:

- Advise the patient that if they live alone and they have symptoms of coronavirus illness (COVID-19), however mild, they will need to stay at home for **7 days** from when their symptoms started.
- Advise the patient that if they live with others and they or anyone they live with have symptoms of coronavirus, then all household members must stay at home and not leave the house for **14 days**. The 14-day period starts from the day when the first person in the house became ill.

Neither group of patients needs to call 111 when self-isolating unless their condition deteriorates.

- Then forward the following link about stay at home guidance by text :

<https://www.gov.uk/government/publications/covid-19-stay-at-home-guidance/stay-at-home-guidance-for-people-with-confirmed-or-possible-coronavirus-covid-19-infection>

If the patient is unsure or further clarification is needed about coronavirus symptoms or they have another medical matter to discuss:

- List the patient for a GP Telephone call.
- Then cancel the patient's booked face to face appointment.

If the patient replies NO to BOTH SCREENING QUESTIONS

- For those that do not have symptoms please add **triageCOV** to the appointment slot so that practice staff are clear that triage has been undertaken.
- Advise the patient if they develop any of the symptoms listed in the screening questions before their appointment, they must not come to the appointment and should cancel via telephone in the normal way.
- Advise the patient not to bring anyone with them to their appointment unless absolutely necessary. If someone does come with them, they should not be displaying any of the symptoms listed in the screening questions.

For IAS cancellation line number is: 07540 745 730

Process Map

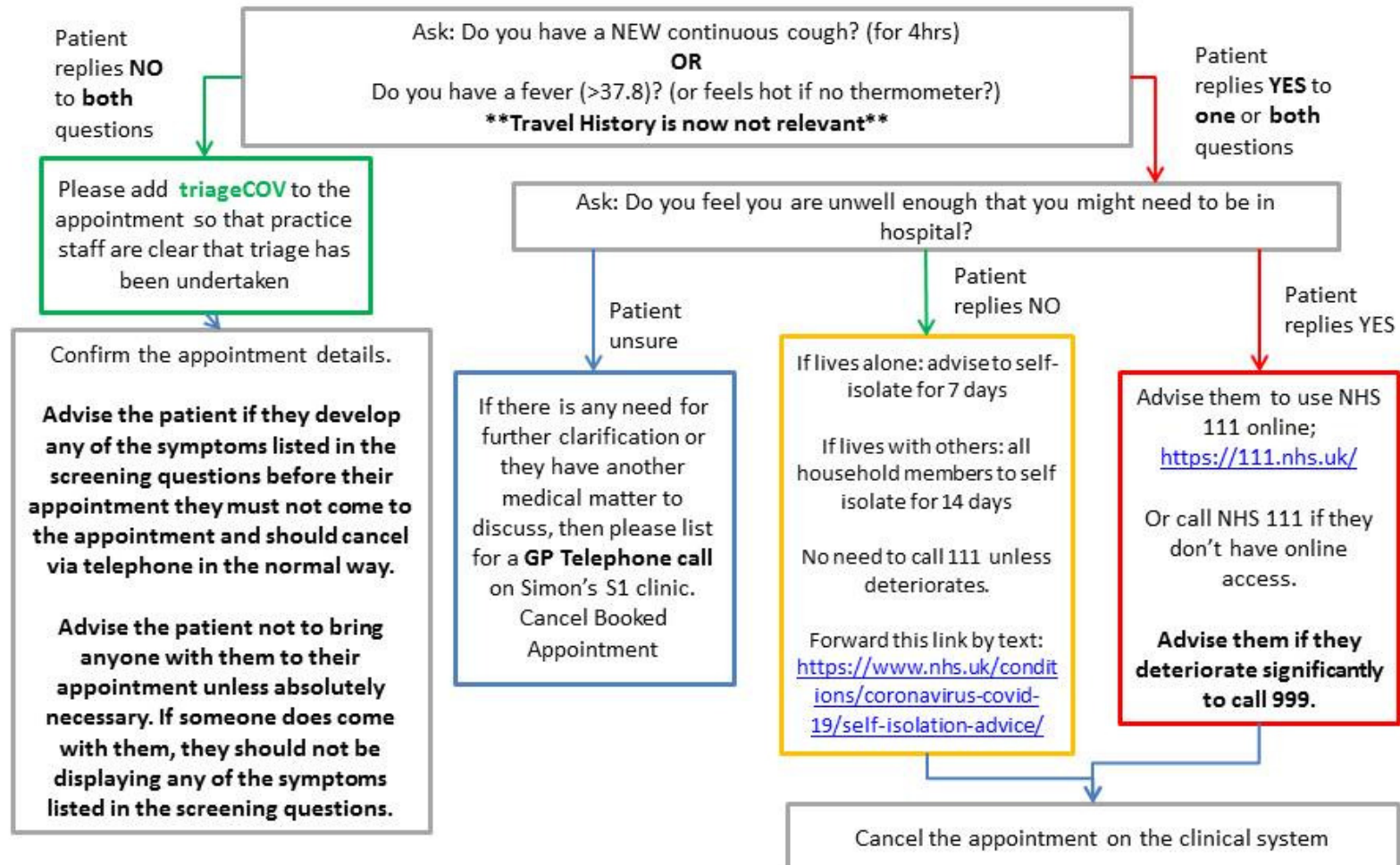
IAS/PRACTICE ACTION CARD 17th March 2020

This applies to:

- All patients now contacting the practice face to face or by phone

OR

- Already booked in to face to face slots who will need contacting and rescreening:



FAQs

Does this mean I have COVID-19?

Not necessarily but we are taking practical steps to slow the spread of the disease so we are asking you to behave as if you do?

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Can I be tested for the virus?

No at this stage only people admitted to hospital will be tested.

How can I find out information about what to do if I'm self-isolating?

We will send a link to your mobile phone or you can look at www.nhs.uk

Should I contact NHS 111?

If you have symptoms but are well we are now advising you do not contact 111. However if you become unwell to the degree you think you need to be in hospital then you should contact NHS 111 online <https://111.nhs.uk/> or call if you don't have internet access

I haven't travelled to an affected area. Does this advice relate to me?

Yes. Travel history is no longer being used to identify cases. The assumption is that COVID-19 is already active in the community. So this advice applies to you even if you have not travelled to an affected area.