

## **MSE COVID-19 BROADCAST TELECONFERENCE 11 MAY NOTES**

### **Care Homes**

As outlined in last week's telecon, a significant amount of work is being undertaken to ensure we can fully support care homes and the patients within them. Your local primary care leads will be making contact with you in regards to what this looks like and how we support system partners to deliver this. These arrangements include;

- MDT arrangements for each home (including the roll out of technology that enables remote MDTs to happen)
- Escalation process for patients that require GP input
- Medicines optimisation reviews within each home
- Infection prevention and control support for homes
- Technology that enables improved remote management of patients e.g. pulse oximeters, thermometers and BP checks
- Lead clinician arrangements for each home
- Critically, this will be underpinned by the development of care plans for each patient

Please can you link with your primary care leads to support this process.

### **GP Connect**

Practices will be receiving information later today or tomorrow regarding the need to configure clinical systems within each practice to support the roll out of GP Connect (that enables 111 to triage and book non covid telephone triage appointments in GP practices) and Health Information Exchange which enables health and care professionals in locations such as the Nightingale Hospitals to access digital records.

In terms of GP Connect, practices will be required to offer 1 telephone triage appointment per 500 registered patients per day and change the settings on the clinical system to enable 111 to directly book into these. This is a GMS contractual requirement. There are three options on how these appointments can be configured. Practices will be able to choose which option they want to implement. There are guides to support practices on the detail of each option and how it would be implemented that will be shared as part of the wider communication. In addition, each CCG is ensuring that any practice manager forum in place has external support on this issue to enable any queries practices may have to be addressed prior to implementation. Your local primary care leads will inform you when these forums will be taking place.

### **Cancer Support Line**

Mid and South Essex Foundation Trust has set up a new service called Cancer Support Line for those patients who have been delayed/deferred for treatment during the current pandemic. Southend Hospital has gone live this week and Basildon site will start on Tuesday, 12 May 2020 with a Broomfield hospital service beginning in the next few weeks. All sites will have a dedicated team of Clinical Nurse Specialists, Lead Cancer Nurse and an administrator all working to support the Cancer Support Line in addition to their usual duties. The support line is designed to give patients and carers another avenue of contact, providing the opportunity to communicate any concerns they may have to a professional. The teams have the tools to be able to give advice and refer to external services if required.

### **New website for health and care professionals**

As outlined in last week's Broadcast Telecon, as part of our response to COVID-19, we have developed a website for local health and care professionals with key information and resources to support communication during COVID-19, particularly around the changes in services. The website provides a central place for the latest information on local service changes and other useful resources. We have worked with clinical and non-clinical colleagues in the development of the site. It features two main sections, one for all health

and care staff and a specific section for staff working in GP practices. The website can be found at: <https://coronavirus.msehealthandcarepartnership.co.uk>

### **ARRANGEMENTS FOR SWABBING CARE HOME STAFF/RESIDENTS**

Commisceo have been commissioned to take referrals from care homes for the swabbing of patients and staff across mid and south Essex. For information:

- In the event of the first outbreak – which is considered to be a symptomatic resident or member of staff, the care home must follow their usual process of contacting the Health Protection Team for outbreak advice. The swabbing is commissioned from Commisceo and will be overseen by PHE – this is normal outbreak process.
- In the event of further outbreaks Commisceo have been commissioned to attend care homes and swab patients/staff as required – details outline below:

### **PROCESS**

The homes will need to email referral/s to the following email account: [mobile.covid19@nhs.net](mailto:mobile.covid19@nhs.net). They prefer to take emails but the home can also call for advice on 07953 182022.

They need to include the following information:

- Name of the Home and Post Code
- Contact details of the person to liaise with
- Names/s
- DOB/s
- NHS Numbers/s

The homes should only notify Commisceo directly if they have already declared an outbreak to PHE. So, additional information required is the date they notified PHE and the number of residents already swabbed.

If this is the first case(s) they should contact PHE in the normal way. Also, please note this is a developing strategy and may change.