

Primary Care COVID-19 Response

Created by

Jenny Bowker, Head of Primary Development, Geeta Iyer, Clinical Lead, Bev Haworth,
Models of Care Lead

Overview

1. Key Focus Areas
2. Digital Sub-Group
3. Proactive Identification and Management of Vulnerable and Shielded Population
4. Covid-19 Virtual Ward
5. Covid Mass Vaccination

1. Key Focus Areas

- **Primary Care and Locality Development Group** – Primary Care Cell and Locality Development Group brought together to form a Primary Care Locality Development Group. Terms of Reference in development with group members. Group meets weekly and will bring together GP locality leads with primary care teams. The group will deliver the work programme of the ICSG in localities and continue to co-ordinate the pandemic response for primary care and localities.
- **Capacity planning** - primary care escalation plan in development supported by Opel status reporting for practices. Currently in testing with practice managers before rolled out. Escalation plan to support system-wide approach to escalation reporting and action planning.
- **Covid surge** – primary care support to system (e.g. GP in ED, covid virtual ward, support for discharge and ED redirection for people appropriate to be seen in primary care)
- **Covid capacity expansion fund** – MOU sent out to practices in support of the 7 national priority goals set out at November PCCC. 100% sign up by practices and all first tranche payments made.
- **Workforce support** – PCNs invited to submit further bids against the PCN ARRS unclaimed funding to support Additional Roles within the scope of the DES to support the mass vaccination programme. One Care have developed a guide for PCNs to set out the workforce support offers including voluntary sector offers for mass vaccination.
- **111 First** - development of SOP to support Emergency Department redirection for patients more appropriately seen in primary care as part of 111 First programme
- **Communications** – continued twice weekly bulletins with ad hoc additional bulletins to mirror increased need to summarise key information for practices and 3 x weekly Q&A mass vaccination sessions

2. Digital Sub-Group

- **111 Direct Booking/111 First:**
NHS Digital have promoted BNSSG as the Gold standard approach to implementing 111 Direct Booking. Fortnightly task and finish group meetings continue to oversee 111 Direct Booking utilisation, escalation processes for 111 and the Directory of Services (DoS), The recent focus has been continued Primary Care support for the system, in particular ED redirection to Primary Care and Integrated Urgent Care Direct Booking
- **Remote Consultations**
The current free service to our practices from accuRx for video consultation capability and text services finishes at the end of March 2021. A review of providers has been completed and a proposal is being presented to PCCC in order to provide continuity of functionality for our practices and patients
- **GP IT**
 - significant work has continued to support provision of essential IT equipment for practices/PCNs for mass vaccinations
 - accuBook, as an appointment booking system for mass vaccinations, has been enabled for all designated vaccination sites
 - extensive work also continues to ensure all IT equipment is fit for purpose with the necessary configuration and upgrades
 - N365 roll out continues
- **Digital Inclusion:** Following the digital baseline survey of care homes and allocation of 221 iPads, a co-ordinated engagement campaign is being launched to maximise the uptake of the Digital Eagles key digital skills training and NHS Mail initiatives.
- **Digital Support has also been provided for:**
 - Implementation of Elemental for Social Prescribers
 - EMIS searches and coding to support increasing the number of Learning Disability annual health checks
 - Standardisation of EMIS clinical template development and roll out of EMIS Resource Publisher
 - Data Quality project
 - Implementation of the Musculoskeletal Get U Better self help App

3. Proactive Care for Our Vulnerable and Shielded Population

- **Approach to vulnerable and shielded patients discussed at PCCC in September**
 - Restore service levels and face to face appointments
 - Protect the most vulnerable
 - Better engage those who need most support
 - Ensure datasets are complete to understand and address inequalities
 - QoF 20/21 - Agree with commissioners how to risk stratify your QoF population – clinical prioritisation
- **Stage 1 - developed a pragmatic risk guide for practices to support this prioritisation**
 - Priority groups
 - Priority areas of QOF work
 - Influenza QOF targets
 - Trial high risk Covid groups (multi-factorial risk model – currently based on the ALAMA Covid-age model. Deprivation is one of our best proxies for need/unmet need – the combined risk score e.g. ALAMA, QCovid will help go some way to prioritising people based also on deprivation.)
- **Governing Body seminar around the risk stratification work and the Covid age adjusted approach (1st December 2020)**
 - **Be clear about our definitions and purpose of the work**
 - **What is the impact?**

Next Steps

- **First cut of survey feedback**
 - Positively received
 - Highlighted patients not already identified
 - Practices at different stages of this work
 - Plan to come back with detail at February PCCC
- **Stage 2 - wider system wide programme of work that will include:**
 - An inclusive communication and engagement plan for co-design
 - Having clear definitions and aligning vulnerable, health inequalities, medical vs non-medical and social determinants of health
 - Building on the integrated ways of working and scaling up as part of a preventative, proactive, personalised approach to integrated care.

4. Covid Virtual Ward

- NHS E/I with the Academic Health Science Network (AHSN) to support the continued set-up of 'COVID Oximetry @home' services (also known as 'COVID virtual wards')
- This is one of the priority goals for the additional £150m General Practice COVID Capacity Expansion Fund
- Detect earlier deterioration of people with COVID-19, both in the community and in care homes.
- In BNSSG initial tranche of the VW will be deployment into care homes - GPs/Sirona are actively leading and coordinating this work, acute clinicians also collaborating
- Building on existing but isolated work in BNSSG to ensure effective system coverage

Covid Virtual Ward Continued

- Current focus is to support specific cohorts at risk of silent hypoxia and reduce pressure on step-up processes
- Key benefits from early diagnosis are shorter (and less intensive care required during) hospital stays
- VW for discharge processes once this initial deployment is in place – already NBT pilot we need to learn from
- AHSN supporting with learning from other areas
- Before Christmas was deployed across BNSSG care homes, practices, IUC and SWAST; Acutes also using the service
- New digital remote monitoring system in place
- Proactive case finding in practices
- Clinical and logistical are risks currently being flagged and resolved through daily stand-ups – engagement across the system
- Widen eligible cohort, develop step down processes
- Development of evaluation

5. Covid Mass Vaccination

- Ashton Gate stadium – one of seven nationally designated mass vaccination sites
- Primary Care Network (PCN) sites – 19 sites in BNSSG, majority practice sites
- Care home vaccinations – delivered by general practice
- Roving model (under development) to vaccinate housebound and vulnerable groups – delivered by general practice/Sirona and community outreach by pool of staff
- North Bristol NHS Trust and University Hospitals Bristol & Weston Foundation NHS Trust – vaccinating health and social care staff
- Pharmacy-delivered model – under development by NHSEI

Prioritisation Criteria

All sites operating to the JCVI (Joint Committee on Vaccination and Immunisation) prioritisation criteria:

- residents in a care home for older adults and their carers
- all those 80 years of age and over and frontline health and social care workers
- all those 75 years of age and over
- all those 70 years of age and over and clinically extremely vulnerable individuals
- all those 65 years of age and over
- all individuals aged 16 years to 64 years with underlying health conditions which put them at higher risk of serious disease and mortality
- all those 60 years of age and over
- all those 55 years of age and over
- all those 50 years of age and over

- It is estimated that taken together, these groups represent around 99% of preventable mortality from COVID-19

- There is no national guidance on prioritisation within the cohorts. One Care, the local GP Federation, has worked to support practices prioritising on ALAMA criteria (age, co-morbidities and ethnicity) within the age bands

- National ambition is to vaccinate first four priority groups by mid February

- JCVI reissued guidance to recommend move to first dose prioritisation with second dose moved to 12 week interval.

Ashton Gate Stadium Mass Vaccination Site

- One of seven sites across the country
- Launched Monday 11th January to test systems and staffing
- Vaccinating over 80s and frontline health and social care workers in line with nationally set prioritisation criteria.
- Vaccinated c250 people on day 1, ambition is to vaccinate 10-12,000 per week in a fortnight
- Using the Oxford AstraZeneca vaccine
- BNSSG residents are invited to book at Ashton Gate via a nationally generated booking letter. Residents can choose to either accept the invitation or to wait until they are called by their local Primary Care Network site.
- Government announcement that letters will start to invite people aged 70 and over to book their vaccinations

PCN designated sites for Covid mass vaccination.

| Wave | Name of PCN grouping(s) | Name of site | Site address | Go live date |
|------|-------------------------|---|--|----------------------|
| 1 | Gordano and Mendip | Pudding Pie Lane | Pudding Pie Lane Langford North Somerset | 14 th Dec |
| 1 | Pier Health | Riverbank | Walford Avenue, Worle, Weston-Super-Mare | 15 th Dec |
| 1 | 4PCN | Kingswood Health Centre | Alma Road, Kingswood, Bristol, | 14 th Dec |
| 1 | Affinity | The Greenway Centre | Greenway Centre, Doncaster Road, Bristol | 15 th Dec |
| 2 | Healthwest | Clifton College Preparatory School Hall | Northcote Road | 18 th Dec |
| 2 | Bridge View Medical | Marksbury Road | 14-4, Marksbury Rd, Bristol | 18 th Dec |
| 2 | Phoenix | Horfield Health Centre | Lockleaze Road, Horfield, Bristol | 18 th Dec |
| 2 | Tyntesfield | Brockway Medical Centre | Brockway Medical Centre, 8 Brockway, Nailsea | 18 th Dec |
| 2 | Yate and Frampton | West Walk Surgery | 21 West Walk, Yate, Bristol | 18 th Dec |
| 2 | BIC PCN | East trees health centre | 100A Fishponds Road. BS5 6SA | 18 th Dec |

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|------|-------------------------|-----------------------------------|--|----------------------|
| 3 | Network 4 | Christchurch Medical Centre | Downend Health Group, Christchurch Surgery, North Street, Downend, Bristol | 21 st Dec |
| 3 | NorthernArc PCN | Shirehampton Group Practice | Pembroke Rd, Shirehampton, Bristol | 21 st Dec |
| 3 | Gordano & Mendip | Portishead Medical Centre | Victoria Square | 21 st Dec |
| 5 | Severnvale | Severnview Family Practice | Eastland Road, Bristol | 6 th Jan |
| 5 | Connexus | Stockwood Medical Centre | Hollway Rd, Bristol, | 6 th Jan |
| 5 | The Stokes | Concord Medical Centre | Braydon Ave, Little Stoke, Bristol | 6 th Jan |
| 6 | FABB | Fishponds Family Practice | Beechwood Road, Fishponds, Bristol | 15 th Jan |
| 6 | Swift | Knowle West Healthy Living Centre | 2 Downton Road, Bristol | 14 th Jan |
| 6 | FOSS | Lodgeside Surgery | 22 Lodgeside Avenue, Bristol | 15 th Jan |

Primary Care Network sites

- National vaccine supply is phased nationally, meaning sites needed to be brought on line in waves
- Sites are progressing vaccinating their over 80s ahead of moving to the next priority age group, and are vaccinating health and social care staff
- In tandem, practices are vaccinating the care homes that fall under their care
- Initially PCNs vaccinated using the Pfizer-BioNTech vaccine, they are now vaccinating using both Pfizer-BioNTech and Astra Zeneca depending on what is 'pushed' out nationally
- A national SOP supporting the movement of Astra Zeneca has been published. The medicines optimisation team have developed a local site assurance process to support the CCG to sign off alternative PCN vaccination sites which support improved access for the population.
- NHSE have written to PCNs requesting that care homes are prioritised for immunisation and completed no later than 24th January. An additional premium is being made available to support care home vaccinations in support of this (£30 by 17th Jan, £20 18th-24th Jan, £10 31st Jan and for all second doses)

How are we doing?

- Circa over 70% of over 80s are now vaccinated across BNSSG
- Circa over 70% of care homes are now vaccinated across BNSSG, on track to meet end-Jan deadline
- Roving model of vaccination is being worked-up to ensure that housebound and vulnerable groups receive the vaccine
- Significant PCN support to vaccinate health and care frontline staff and to provide mutual aid to each other to fast track population coverage across waves

Support for the programme

- Clinical Delivery Design Group which reports into the mass vaccination cell
- One Care programme management support and support in communications, workforce and digital
- CCG support from contracting, pc development, medicines optimisation, communications, quality and Area Team
- Resources held on TeamNet with FAQs, 3 x wkly Q&A sessions with PCNs – ongoing frequency to be reviewed
- Payment is IOS (Item of Service) fee for practices, with additional set up and consumable costs via claims process. Payments to be made from February directly to PCNs – awaiting schedule.
- Offers of voluntary support
- LAs providing support for traffic control, signage and some marshalling

Next Steps

- Ramp up the daily numbers vaccinated at Ashton Gate Stadium mass vaccination centre
- Continue rollout of care home vaccinations, to be complete by end-Jan
- Continue to vaccinate >80s and progress to next priority age bands (75-80 and then 70-74)
- Vaccinate priority frontline health and social care staff
- Finalise and operationalise roving model for housebound and vulnerable groups
- Complete a 'lessons learned' exercise capturing feedback and learning from the PCN sites including staff and patient feedback
- NHSEI is designating pharmacies as delivery sites – 2 sites designated to start w/c 18th Jan with further discussions with a small number of pharmacies. Establish a community pharmacy working group