

Primary Care COVID 19 Response

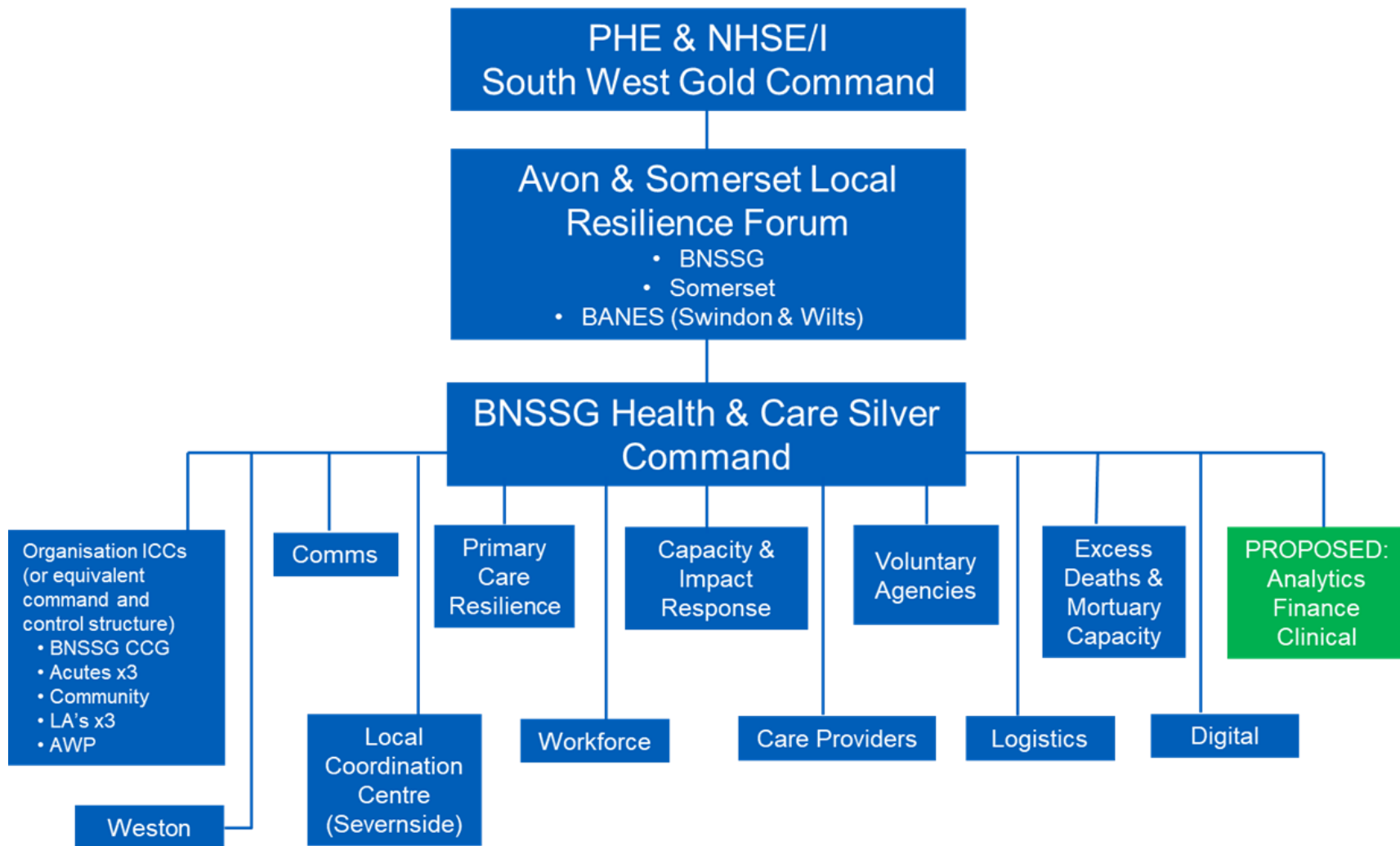
Primary Care Cell – Dr Martin Jones, Medical Director

Overview

1. Primary Care ICC response
2. Localities
3. Digital
4. Communications
5. Workforce
6. Resilience
7. Vulnerable Groups
8. Clinical Triage
9. Primary Care Networks
10. Contracts and Performance

1. Primary Care ICC Response

- Governance set up and agreed
- Primary Care Cell first met 10 March 2020; meeting weekly on Tuesdays and Thursdays since
- Sub-groups have been set up to manage breadth of change being coordinated:
 - Primary Care Localities
 - Communications
 - Digital
 - Workforce (dual reporting to workforce system cell)



*Accurate up to 18 March - proposed cells now added and IPC

Terms of Reference

Health and Community Strategic Objective:

To save life; mitigate the impact of the incident; prevent further harm and return to the new normality as quickly as possible.

- Roles and responsibilities
- Membership
- Reporting arrangements
- Meeting arrangements

Roles and responsibilities

- To oversee and coordinate the primary care commissioning and provider response to the current and predicted impact
- To co-ordinate measures to support the resilience of primary care workforce and care delivery and to adapt these measures to reflect the evolving situation
- To ensure practices and partners are kept apprised of the evolving situation
- To support the identification of vulnerable individuals and oversee the most effective deployment of available resources in collaboration with partner organisations to meet needs
- To act as a central point of contact for stakeholders and partners regarding the primary care response
- To coordinate messages to ensure consistent, clear and timely messaging
- To report to and disseminate from the BNSSG Health and Care Silver Command

Membership

Medical Director, BNSSG CCG – Chair

Primary Care Development Clinical Lead – Deputy Chair

Chief Executive One Care Ltd

Delivery Director One Care Ltd

Area Directors, BNSSG CCG

Chief Executive, Local Medical Committee

Chief Officer, Local Pharmaceutical Committee

Managing Director Brisdoc

Clinical Director, Training Hub

Director of Operations, Sirona

Deputy Director Medicines Optimisation, BNSSG CCG

Communications Leads, One Care Ltd and BNSSG CCG

Head of Primary Care Contracting, BNSSG CCG

Head of Primary Care Development, BNSSG CCG

Models of Care Lead, Primary Care Development, BNSSG CCG

Digital Business Partner, BNSSG CCG

Reporting and meeting arrangements

- Reports to BNSSG Health and Social Care Silver Command
- Representatives are responsible for communications to and from the cell on behalf of their organisations or CCG directorate/ team
- CCG and One Care communications teams to support consistent and proactive dissemination of communications to primary care
- Action log to record and monitor delivery of actions
- Twice weekly teleconference meetings on Tuesdays and Thursdays
- Meeting frequency to be kept under review as circumstances evolve
- Members to identify and brief deputies in attendance on key messages and completion of actions
- Healthier Together Futures platform to be used and standard programme management documentation expected

2. Localities

- Primary Care resilience planning framework written and signed off
- Heads of Localities appointed on an interim basis and allocated to each geography
- Teams (including BI, transformation and pharmacy resource) being set up to support Head of Localities
- Head of Localities working with GP provider chairs to develop their local resilience plans
- Next step is for the production of a whole-system locality resilience plan (in development) using the Integrated Care Groups that are already in place

3. Digital

The weekly Primary Care Digital Sub-Group commenced 19/03/20, with the main focus of ensuring we have the correct mechanisms to support staff in delivery of care to patients through remote access.

This group has made significant progress:

- Daily communication to practices with digital update and FAQs
- Daily communication shared with locality colleagues to support daily sit-rep and practice questions
- All available stock of laptops configured and distributed by 27/03/20
- Two-day delay on delivery of additional equipment. Fair share allocation by capitation and prioritisation based on staffing sit-rep and level of resilience
- Smartcard and remote access guidance circulated
- Video consultation instructions through accuRx and EMIS circulated
- Enabling real VNC for remote access from individuals own computer; rolled out by 27/03/20
- Procurement process agreed and order placed for additional equipment e.g. headsets/webcams
- Online consultations: based on feedback from Clinical Directors, decision made to roll out e-Consult as provider of choice, with a commitment of one year. Practices which already have a solution in place will continue to use that. Practices wishing to use alternative solutions will have to pay the difference from the cost of e-Consult themselves. Resource has been made available to support implementation, building on what practices have already put in place, to look at supporting patients with minimal face-to-face contact in the coming weeks.

4. Communications

- Daily call to sign off and agree one communication to general practice
- CCG, One Care, LMC and SevernSide contributing content
- Practice questions into the CCG and One Care jointly answered and FAQs updated daily (SOP written)
- One Care Team Net hosting content and push messaging
- Communication teams agreed 'boiler plate' for all push notifications
- National Communications – 3 Letters from Nikita Kanani and NHSE have been received and shared via comms team and daily bulletin. This is sent to all PMs and deputies where nominated.
- WhatsApp feed set up with practices EPRR mobile numbers to support cascade of urgent messaging outside of email. This is a broadcasting function meaning responses are only seen by the administrator

BNSSG and COVID-19

A single source of information for general practice

BNSSG CCG, the Avon Local Medical Committee, One Care and Severnside are working together to ensure that our colleagues in General Practice have access to the latest COVID-19 information and updates all in one place. From today, [TeamNet](#) will be the 'go to' place for the latest national guidance, as well as CCG, LMC and One Care updates, templates and resources.

We are also setting up a WhatsApp broadcast group, which means we can message you with any important changes or developments. We are adding all practice manager mobile numbers to the group, and you will be able to forward the link on to colleagues. A broadcast group means there will be no replies or conversation; the group will be used purely to broadcast important updates.

If you need to talk to someone at the CCG about urgent COVID-19 support or practice issues, including potential practice closures, please call: 0117 900 2540.

For feedback or suggestions about how we communicate with you, please [email us here](#).

5. Workforce

- CCG, One Care Ltd, SevernSide Integrated Urgent Care Service and the BNSSG Training Hub are all represented on the Workforce Cell.
- Key areas of focus for system Workforce Cell:
 - Policies and Terms and Conditions
 - Mobilisation of Staff
 - Training
 - Staff wellbeing
- Training Hub, One Care Limited, LMC and Severnside are developing a local co-ordination offer to support deployment of additional workforce to areas of greatest need in primary care reporting to the Primary Care Cell as well as the Workforce Cell

6. Resilience

- All emergency contact numbers for practices have been received
- Business Continuity Plans (BCP) have been shared from 50% practices
- CCG has worked with One Care to take the best from BCP and have shared a best practice template back out to practices
- Daily sit-rep agreed between One Care, LMC and CCG and planned to commence Monday 30 March
- Reporting includes absences, PPE equipment held and required, access (sites and opening hours)
- One Care setting up light touch process that aggregates up returns and summarises practices which have not completed daily sit-rep
- Contact with the individual practices on the General Practice Resilience Programme increased. Log of stability status for these practices being prepared.

7. Vulnerable Groups

- Dr Charlie Kenward, Clinical Lead for Clinical Effectiveness, produced a population health report identifying at-risk groups and their distributions across PCNs and localities which has been shared with GPs – highlights where resource will need to be deployed
- Homeless population a particular concern – working with Homeless Health Service and BrisDoc to ensure safe ongoing service for this cohort
- Work ongoing with Bristol Drugs Project and maintaining Opiate Substitution Therapy if pharmacy is closed, or patient cannot see their key workers
- Work with medicines optimisation team/ Sirona/ community pharmacy re. supply of palliative care medicines and palliative care support in general
- Support to care homes co-ordination with all key stakeholders

8. Clinical Triage

- NHS E has advised practices to operate a total triage/ remote access model
- CCG/ One Care/ LMC supporting with this
- Practices now reducing footfall to protect vulnerable patients and staff
- Prioritising clinical needs of patients using telephone triage and consulting; video consultations; and online consultations
- Face-to-face appointments when clinically necessary
- Clinical Reference Group including One Care, BrisDoc and CCG clinical leads developed a pan-BNSSG approach to triage and home-visiting for practices and IUC
- Ensuring safe prescribing
- Identification of vulnerable groups and proactive contacts
- Further national guidance on primary care operating model is being issued including guidance on face-to-face assessments, home-visiting and support to care homes

9. PCN Contract Update

Next Steps on General Practice Response to COVID-19' Letter from NHS England 19 March 2020

- Investment and Impact Fund deferred until at least second half of 20/21
- Funding for network DES 20/21 will continue to be available
- DES Specifications – Structured Medication Review and Medicines Optimisation Service postponed until at least October 2020
- Early Cancer Diagnosis specification should continue as planned unless Covid-19 response intervenes
- GP Support to Care Home Specification to continue as planned (next slide)
- Workforce under ARRS considered critical to Covid-19 response, recognising PCNs may need more time to consider workforce needs, delay to planning templates from June to 31 August. CCG requirement to redistribute unused funding deferred until September 2020.

PCNs - Enhanced Health in Care Homes

‘Next Steps on General Practice Response to COVID-19’ Letter from NHS England 19 March 2020

- Enhanced Health in Care Homes Specification continues
- Noted importance of delivering coordinated services to care homes
- Requirements continue in line with the dates set out in the 20/21 contract deal
- NHS E to ensure alignment with Covid-19 pathway
- Key deadlines therefore remain by 31 July 2020:
 - Care homes to be allocated to PCNs and agreed
 - PCNs to confirm they have appropriately coded residents
 - Specification goes live 1 October 2020
- Care homes covid-19 cell in place co-ordinating overall care homes response
- National guidance is that the emphasis is on remote consultations for care homes during the covid response wherever possible

PCN Organisational Development

- 6 out of 18 PCNs have submitted PCN OD proposals (deadline of 31 March)
- 2 further PCNs have submitted plans for the personal leadership element for Clinical Directors
- Encourage PCNs to submit proposals where possible, however, priority is covid response and where this is not possible funds to be committed for PCN programme

10. Contracts and Performance

- **Site Closures**

Where practices have multiple sites, some have requested to consolidate staffing to main sites, allowing them to streamline processes during staff shortages. At risk staff are encouraged to utilise the closed sites, which allows them to continue providing care, whilst remaining protected. The CCG has approved these applications, and this currently applies to 4 GP practices.

- **Online Booking Suspension**

All practices are offering telephone triage as a first point of contact with patients, and have suspended online booking until further notices. This allows sufficient screening of patients prior to any face to face appointments provided in the practice.

- **Commissioner's letter of comfort**

To further support practices, the CCG have shared a letter with all practices to protect income during the covid-19 pandemic. This will allow clinicians to focus on providing a safe pandemic response. Practices have been assured that money should not be a barrier to taking immediate steps to reduce the spread of covid-19 and that they will be reimbursed for reasonable actions taken.