

# Primary Care COVID 19 Response

Primary Care Cell – Dr Martin Jones, Medical Director

# Overview

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# 1. Key focus areas

- **Vulnerable Groups** – work is underway to develop guidance to support practices in providing “healthy shielding” advice for patients pulling together resources into a single framework tailored for our local area
- **PPE** – Working with Logistics cell to ensure Primary Care providers receive essentials as quickly as possible, mutual aid system in place. Scoping underway to develop at scale procurement offer with One Care.
- **Community Phlebotomy** – planning for hubs with acute providers to deliver phlebotomy for secondary care initiated tests
- **Recovery** – Principles discussed at each GP membership meeting. Clinical reference group established to review key primary care activities and make recommendations about which could start to be resumed linking to system-wide priorities and logistic support, particularly PPE.
- **Care Homes** – working group established to oversee BNSSG delivery of the national guidance on the primary and community care model for care home support which reports to the Care Provider Cell with regular updates to the primary care cell

## 2. Localities Sub-Group

- Localities are finalising their whole-system **integrated locality escalation plans** for COVID-19, to deliver clinical services in the following areas:
  - Home visiting
  - Care home 'wraparound' teams and advanced care planning
  - End of Life care support to community
  - Supporting timely complex discharges
  - Virtual frailty MDT working
  - Enhanced provision of urgent care minor illness and injury in community settings
- Localities are working in their partnership boards in response to two **new national directives** for :
  - Community and primary care support to **care homes**
  - Delivery of care for **shielded patients** as we manage Covid-19 on a medium/longer term basis. Localities will adopt a BNSSG risk based approach to the provision of clean, shielded and hot zones / sites for the protection of shielded patients.
- As a next step the Localities sub-group will be distinguishing between **resilience, recovery** and **BAU initiatives** and separating programme management accordingly.

# 3. Digital Sub-Group

- **IG:** BNSSG IG advice on Remote Consultations circulated and being further developed
- **Video Consultations:** 100% of practices using video consultations: weekly monitoring of usage in place to inform ongoing guidance and support
- **Online Consultations:** 90% of practices implementing online consultations
- **Care Homes:** Ongoing work for digital support for care homes
- **Social Prescribing:** work underway to provide digital support and EMIS access for SPs
- **GP Connect:** all practices have GP Connect functionality and are able to receive appointments form CCAS. Project group to resume for 111 Direct Booking implementation
- **Peer to Peer Messaging:** work commencing to explore utilising a system-wide peer to peer messaging tool

## 4. Workforce Sub-Group

- Local workforce offer and process for requesting additional support has been communicated to practices. This will be matched to availability of staff through the system-wide deployment offer
- CCG continues to link with NHSE regional team to support connections with national campaigns for increasers and returning GPs
- Primary Care SitRep reporting does not currently indicate significant workforce challenges across BNSSG - this is kept actively under review
- System workforce cell supporting deployment of HCAs to support delivery of community phlebotomy during covid response
- Workforce considerations will be key to implementing the NHSE guidance for primary and community support to care homes – particularly clinical pharmacy

# 5. Support to Care Homes

- National guidance for primary and community care support to care homes as part of covid 19 response
  - Weekly check-in (remote, MDT)
  - Personalised care and support plans
  - Medicines optimisation support
  - Consistent OOH provision
- Multidisciplinary work stream in place to design response reporting to Care Provider Cell and Primary Care Cell
- Care Provider Cell has developed WrapAround Support Team offer to care homes which includes weekly contact with all care homes
- Letter sent to PCN CDs and practices detailing mapping of existing care homes and practices, outlining the gaps in LES coverage and asking for support to align all care homes to practices in BNSSG working with the WrapAround Support Team to provide MDT response
- Weekly CCG SitRep reporting to NHSE has commenced

# 6. 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 7 GP practices.

- **LES/DES Update**

Practices received confirmation in March from Lisa Manson that income would be protected in regards to LES and the extended hours DES. This involved a commitment to pay practices for quarter 4 and quarter 1 LES activity based on average of the claims paid across quarter 1 19/20. For extended hours practices were assured that this would not be performance monitored and income would be protected for the quarter 1 20/21 period. Early discussions are in place as to what will be required to support practices from 1 July 2020 (Q2).

- **Covid-19 Cost Reimbursement**

To further support practices, the CCG have shared 2 letters with all practices outlining guidance on claims for additional expenditure during the Covid-19 pandemic. A process has been established to categorise costs in order to identify those suitable for a peer review assessment. A panel has been established to discuss such costs and this consists of representatives from the CCG as well as the LMC and representation from general practice. The claimant will be anonymised to ensure impartiality.