

Covid-19 Action PLAN Bedford street surgery

From 11th March 2020 the Novel Coronavirus (COVID-19) has been designated a pandemic by the World Health Organisation (WHO) being a High Consequence Infectious Disease (HCIDF).

Following all the latest information being posted by the media and various emails from all sorts of organisations within the NHS (all of which appear to have slightly different suggestions) we have met and formulated a plan which we believe allows us to provide the best possible care and protection for both our staff and patients. This is likely to change as new information is received. Safety is paramount. Our priority remains

Protection of Patients

Minimise Footfall

Protect Staff

Staff Morale

Preparation for winter pressure

Covid numbers are currently falling and the national incident level has dropped from level 4 to the regional level 3 from August 1st.

Prior to Entering the Surgery & Minimise Footfall;

- The practice doors at Bedford street and Furzton Medical Centre are open we are now in the process of fitting an intercom entry system for the winter months – although patients are asked not to come to the surgery unless requested by a clinician. Social distancing must be adhered to.
- All patients who enter are asked to wear a face covering or mask
- Administration requests can be sent online or via the telephone
- Appointments can be booked online or by telephone – patients are asked to use online services where possible
- Prescriptions can be posted through the red box at either site or requested online, patients can register online.
- Video consultations are in place available for use
- All patients to nominate a pharmacy for prescriptions to be sent electronically only.
- Patient contact remains largely by telephone and online – we do not expect this to change, patients are asked not to come to the surgery to collect paperwork, prescriptions or book appointments
- If you need to be seen a GP or ANP will discuss this with you and arrange a consultation face to face at a time when the surgery is quite and its safe for you to come in

LIKELY TO CHANGE OFTEN

GP appointments;

- Our patients are offered telephone consultations being triaged by a GP/ anp or paramedic and this will continue daily patients will only be brought in to the surgery to be seen on a face to face basis if absolutely necessary and they do not have symptoms.
- Symptomatic patients who are calling because of this will be advised to use the NHS 111 online service .
- The new Test and trace facility is up and running and patients can self refer for testing or referred to the hot hub for testing
- Only patients attending an appointment themselves will be allowed entry – family members who have accompanied them will need to wait outside to minimise the number of people in reception at any one time.
- Calls made to reception will initially be triaged by the reception team who will ask all necessary questions regarding their health status. Receptionists will then add patients who request to see a GP to triage lists or patients can book online
- GP, Locum GP / minor illness & Nurse Practitioner appointments will be booked only following triage.
- GPs will book face to face appointments following triage if the patient doesn't have symptoms (fever, cough, breathing problems) but patient does need to be examined.
- We have started to re-introduce routine care by inviting patients with LTC or health problems

Nurse/HCA appointments;

- Receptionists will ask patients if they have symptoms when booking and note on appointment details accordingly.
- We are slowly starting to re-introduce routine care
- It is essential you still attend for smear or baby immunisations as long as you are symptom free
- Patients will be advised that if they start experiencing symptoms between booking and appointment date then use the NHS 111 online service
- Appointment times have been extended to allow full clean down of patient rooms

Staff Protection;

- Staff will be provided with Personal Protective Equipment (PPE) which consists of disposable gloves, disposable apron and fluid resistant surgical mask (FRSM) as agreed by Infection Control Lead.
- All PPE will be disposed of as clinical waste.
- all staff have necessary equipment and there is plenty of tissues, hand gel and soap for hand washing and that this is monitored daily.
- Reception area is cleaned regularly. The check in screen has been turned off
- Social distancing screens are now fitted at both sites

LIKELY TO CHANGE OFTEN

Paramedic and home visits:

- We will only carry out essential home visits if you are symptom free this includes planned visits to our elderly LTC or housebound patients who are eligible for vaccines prior to winter months and flu season or who need a face to face review – any staff attending home visits should wear PPE equipment provided by the surgery

Alternative appointments

- We continue to offer patients appointments with external NHS organisations where appropriate such as MKGP Green Hub , CONNECT Healthcare for physio therapy
- We are also introducing additional support through Mental Health teams into the practice from August 24th
- Midwife patients are now back on site
- NHS health checks are slowly being re-introduced
- Childhood Immunisations will be seen in the practice
- Mum and baby checks continue to be seen in the surgery
- Diabetic & Copd / Asthma clinics have been amended for telephone or face to face where required and there is no plan for spirometry to be re-introduced at this stage
- We are planning to re-open our coil and implant clinics in October

Admin

- There is now a dedicated admin hub at Furzton dealing with all enquires by telephone and online
- Patients will be all asked to confirm their mobile number / consent to sms / register for online services and nominate a pharmacy to ensure the practice is able to make contact the patient and issue any required medication safely.
- Med3 requests will be sent to patients via their registered email or posted to them.

Flu

- Vaccinating our patients for protection against flu is a priority for us this winter. Our over 65 and vulnerable patients will be vaccinated first , any vaccines left following this campaign will be offered to our over 50's . we will contact you if we have vaccines left
We will ask as many patients as possible to book there flu vaccine online and eligibility checks will be run – please do not book if you are not eligible – we will invite you if you are eligible for the vaccine through the NHS .
- Pre bookable clinics at the surgery will be reduced during flu season we will be concentrating on urgent matters only

LIKELY TO CHANGE OFTEN

OVER 65 flu day

DATE – 23.9.2020

Location – Bletchley conservative club car park , MK2 2DN

PREBOOKED APPOINTMENTS ONLY

UNDER 65 Eligible patients

Clinics will be available to book online or by telephone throughout October

50 PLUS – who are not normally eligible – NO DATE AS YET please do not book until we contact you

- We ask that you follow our booking process online once released where possible and ensure you attend your booked appointment
- The venue will be outside with gazebos as coverage – we ask that you attend appropriately dressed for the vaccine as there will be no where for you to remove layers of clothing or to discuss any other medical concerns with a clinician – please also remember it may be cold so we understand the challenge you face with this however we will have generated heating where possible
- Please look into options of parking prior to your appointment around the local area once we confirm the venue as there will be no parking on site
- Please ensure you attend on time for your appointment and maintain social distancing on the day
- Please ensure you have the details of your appointment and that we have all of your contact details at the surgery up to date to avoid you having to call us to check your appointment times, as telephone lines will be under extreme pressure during winter pressures

Thank you for your continued support