##

**Information & support**

**for nurses working within General Practice during Covid-19**





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Preface

The recent Covid-19 crisis has changed the traditional role of how nurses work in general practice and has the potential to impact on how care will be delivered in the future.

This document aims to recognise the current challenging times in practice and to support nurses in undertaking work that needs to be completed now. It will hopefully encourage nurses to reflect on what has been learnt and start thinking about the future role in general practice.

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# Introduction

The way primary care is working now has evolved quickly over the past few weeks in response to the challenges of Covid-19. This had led to many new ways of working many of which will shape Primary Care in the future. Many nurses will have will already have been involved or have had the opportunity to trial new ways of working during this time. **Please remember it is essential that all registered nurses continue to work within their** [**scope**](https://www.nmc.org.uk/standards/code/) **of practice and capabilities.** This document aims to recognise the challenging times currently, support nurses with undertaking work now and to promote thinking about the future.

How and if this ‘different’ way of working is effective and sustainable will at some point need to be evaluated. Nurses are working differently sometimes taking on different roles including for example triage and video consultations, this impact on staff workload and patient care will need to be considered. Care still needs to be provided for ‘routine’ activities but possibly in a different way by nurses and HCAs, taking time to also plan for a gradual return to a new normality over the next months. The emphasis should be on providing safe, quality and effective care to our patients. It is also necessary especially in these challenging times to looks after the wellbeing of self and others. Some resources to aid this are listed at the end of this document.

# What has happened?

Nationally and regionally the focus has been on patient safety, ensuring they receive the best possible care, support and advice. The challenge has been managing demand by balancing workload and workforce, including recruiting GP and nurse returners. The aim was to try and reduce the demand on hospitals to enable them to manage the increased capacity created by Covid 19. In a recent article written by a Canadian doctor this is referred to as stage 1 of the Covid 19 pandemic which is illustrated in the picture below. (Victor Tseng (Twitter@VectorSting 30/03/20)



In March the RCGP produced “[Guidance](https://www.rcgp.org.uk/covid-19/latest-covid-19-guidance-in-your-area.aspx) on workload prioritisation during COVID-19” using a RAG rating:

**Green** category: Aim to continue regardless of the scale of the virus outbreak

**Amber** category: Continue if capacity allows and if appropriate for your patient population

**Red** category: Postpone, aiming to revisit once the outbreak ends, ensuring recall dates are updated where possible.

Nurses and HCAs have an important role in supporting patient to maintain their current health and if there is capacity within the current system to continue to provide care. This may have to be done in a different way than the traditional “face to face” consultations.

Practices will need to consider how they plan to deal with the backlog of work and provide care to those people in waves 2 - 4 above. This will require nurses to work more closely with the multi-professional team across health and social care.

The daily workload in general practice in some areas appears to have been reduced though this will be a temporary measure. There may be a backlog of work to catch up on for non Covid 19 patients who have waited for appointments and for patients who will need care and support after exposure to Covid 19 (as demonstrated in the graph above).

One of the positives is that patients appear to be taking responsibility for their own health, this should be encouraged. However, patients who need support for potentially significant symptoms should be able to access services appropriately. The knowledge, skills and experience of the nursing workforce should be used effectively and appropriately to promote this.

Below is a list of activities that are categorised using the RCGP RAG rating tool with options of how care could be delivered. Some people appear reluctant to access care currently as they do not want to over burden an already overstretched system but also for fear of being exposed to Covid 19. New ways of reaching this group of people and others with LTCs and those who present with symptoms that require escalating e.g. cancer need to be found.

It is important where possible to reduce face to face contact. Each activity should be risk assessed and consider a suitable effective and appropriate alternative way of providing care. The emphasis should be on patient safety and ensuring the staff member still works within their [scope](https://www.nmc.org.uk/standards/code/) of practice. NHS [Digital](https://future.nhs.uk/DigitalPC/view?objectId=18902320) provides resources on how to carry our remote consultations, you can register by accessing the link.

# What nurses can do now?

(Based on the 2020 RCGP [RAG](https://www.rcgp.org.uk/-/media/Files/Policy/A-Z-policy/2020/covid19/RCGP-guidance/202003233RCGPGuidanceprioritisationroutineworkduringCovidFINAL.ashx) Rating)

**Red**

Will remain in place regardless of scale of virus outbreak. The patients may need to be designated to specific clinics to keep people as safe as possible when coming into the surgery. Possibly allocate to cold sites. For any red items, if a patient declines to come to the surgery due to coronavirus concerns the practice would need to agree a process for managing this.

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| --- | --- | --- |
|  | **Options** | **Link** |
| All Injections | Prostap, aranesp, clopixol, testosterone, contraceptive depo, B12discuss with colleagues how many of these are essentialCould the patient/carer administer themselves e.g. contraceptive depo can an oral alternative be used | [Patient](https://www.qegateshead.nhs.uk/sites/default/files/users/user53/gynaeoncology/IL426%20Subcutaneous%20Self%20injection%20for%20anti-coagulation%20treatment.pdf) guidance -Subcutaneous Self injection for anti-coagulation treatmentPatient self-[administration](http://www.newcastle-hospitals.org.uk/PatientSelfAdministrationofDrugs201107.pdf) policy (example)[Royal](https://www.rpharms.com/resources/pharmacy-guides/coronavirus-covid-19/coronavirus-cpd-resources#warfarindoac) Pharmaceutical Society; [NICE](https://cks.nice.org.uk/anaemia-b12-and-folate-deficiency)[B12](https://g-care.glos.nhs.uk/pathway/867/resource/11) deficiency – Gloucester pathway |
| INR ‘s | Consider if the patient/carer could administer themselves or use oral alternative | [NICE](https://bnf.nice.org.uk/treatment-summary/oral-anticoagulants.html)[Royal](https://www.rpharms.com/resources/pharmacy-guides/coronavirus-covid-19/coronavirus-cpd-resources#warfarindoac) Pharmaceutical Society |
| DMARD bloods | Will need designated DMARD clinics at the surgery due to additional immunosuppression risk |  |
| Dressings | Encourage self-care where this is feasible, especially for older more vulnerable patientsconsider if dressings could be left in place for longer periodsInteract with patient using video consultations to review the wound or ask them to email a photoIf the patient needs a home visit, ask the patient/care where possible to remove the dressing before the visit to reduce the time spent in the homeEnsure national guidelines and best practice is followedSpeak to your local district nurses and Tissue Viability lead for further advice on wound care | On Line [training](https://www.wessexlmcs.com/legulcerscompressionwoundcarefortheselfcaringpatientonlinetraining)[Wound](https://www.woundcare-today.com/journals/issue/february-2019/article/national-wound-care-strategy-programme) care; [E learning](https://www.woundcare-today.com/learning-zone) [Leadership](file:///C%3A/Users/helene.irvine/AppData/Local/Packages/Microsoft.Office.Desktop_8wekyb3d8bbwe/AC/INetCache/Content.Outlook/GQ4BMWXK/) role[Practical](https://www.youtube.com/watch?time_continue=4&v=sNS67ZJQVDA&feature=emb_logo) demonstration - You tube clip; [AHSN](https://www.ahsnnetwork.com/nwcsp-help-and-advice) – advice for patients & nursesEnsure you use appropriate [PPE](https://www.wessexlmcs.com/covid19ppe); [RCGP](https://www.rcgp.org.uk/about-us/rcgp-blog/covid-19-gp-guide-personal-protective-equipment.aspx); [GOV](https://www.gov.uk/government/publications/wuhan-novel-coronavirus-infection-prevention-and-control/covid-19-personal-protective-equipment-ppe) UK; [NMC](https://www.nmc.org.uk/news/news-and-updates/nmc-statement-on-personal-protective-equipment-during-the-covid-19-pandemic/); [RCN](https://www.rcn.org.uk/covid-19/rcn-position/ppe-position-statement)[TV](https://tvs.org.uk/) Society  |

**Amber**

These will remain in place for the time being, but we may need to postpone them in future

|  |  |  |
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|  | **Options** | **Links** |
| Smears | If a woman has received a letter for her routine 3-5 yearly smear, and has no symptoms, the risk is extremely low. It is likely safer at the current time to postpone this rather than attend the surgery. If a woman has had treatment to her cervix, and is therefore receiving smears more regularly, please try to ensure you stay in contact and she is not lost to follow up. | [NHSE](https://pcwhf.co.uk/resources/nhsei-and-phe-smear-taking-during-covid-19/) & PHE Guidance during Covid 19The [Eve](https://eveappeal.org.uk/supporting-you/cancer-and-coronavirus/cervical-screening-and-colposcopy-guidance-during-covid-19/) Appeal – patient information during the Covid 19 crisis |
| Child Immunisations | These are to continue for the time being in designated clinics. Children receiving their vaccinations could be seen in the surgery at the same time as undertaking baby checks and post-natal checksOlder children could be seen at a different time in a designated clinic | [WHO](http://www.euro.who.int/en/health-topics/health-emergencies/coronavirus-covid-19/novel-coronavirus-2019-ncov-technical-guidance/coronavirus-disease-covid-19-outbreak-technical-guidance-europe/guidance-on-routine-immunization-services-during-covid-19-pandemic-in-the-who-european-region-2020)[RCN](https://www.rcn.org.uk/covid-19) |
| Post-natal checks  | Continue to offer designated clinics for the 6-8-week postnatal checks these can be combined with immunisation younger children. Where a mother prefers to not bring her baby for a check then a phone consultation in the first instance may help |  |
| Shingles/Pneumo vaccinations | These patients will not be routinely called for vaccinations, if a patient is eligible and wants to attend then they should be made aware of the potential risk to exposure |  |

**Green**

Those activities are to be currently postponed or where feasible converted to a telephone consultation. No further routine face to face bookings will be made for these activities at this current time (see exceptions under each activity).

|  |  |  |
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|  | **Options** | **Links** |
| Ear Irrigation | This is not a clinically urgent procedure the risks of coming into a GP surgery for this procedure outweigh the benefits. Patients should be encouraged to use oil for longer or consider paying for microsuction if available. If there are any ‘red flags’ the patient needs to be reviewed. | [NICE](https://www.evidence.nhs.uk/search?q=ear+irrigation) Ear irrigation evidenceEar care [guidance](https://www.wessexlmcs.com/lmcguidetoearcare) |
| Chronic reviews | Most chronic disease reviews involve more vulnerable patients. Many of these can be undertaken over the phone or by video.Where a patient has a concern or symptoms this should be triaged and then if necessary assessed. | Primary Care [Respiratory](https://www.pcrs-uk.org/news/crisis-management-asthma-and-copd-during-uk-covid-19-epidemic) Society - Advice  |
| Q risk | These appointments can be done on the phone rather than face to face | [CQC](https://www.cqc.org.uk/sites/default/files/20190123_triage_apps_additional_prompts.pdf)[NICE](https://cks.nice.org.uk/cvd-risk-assessment-and-management) guidelines |
| Medication monitoring bloods  | Annual blood test monitoring for most conditions is not essential and can be delayed. Except for DMARDs, blood tests will still need to be arranged and monitored |  |
| Pill Check | There is the potential for an increased risk of pregnancy due to patients not accessing services, consider providing adequate oral prescriptions. [PCWHF](https://pcwhf.co.uk/) provides advice on remote prescribing for contraception and managing vaginal bleeding | [FSRH](https://pcwhf.co.uk/resources/fsrh-remote-prescribing-for-contraception-and-extended-use-of-larc/) Remote prescribing for contraception [FSRH](https://www.fsrh.org/fsrh-and-covid-19-resources-and-information-for-srh/) advice[Primary](https://pcwhf.co.uk/) Care Women’s Health Forum[NHS](https://www.nhs.uk/using-the-nhs/nhs-services/sexual-health-services/guide-to-sexual-health-services/) Sexual health services |
| Dopplers | These should only be undertaken unless deemed essential |  |
| Statin blood tests | It is not necessary currently to bring patients in for routine cholesterol / blood tests the risks are likely to outweigh the benefits |  |
| Spirometry | Most spirometry in not essential. | [ARTP](https://www.artp.org.uk/News/artp-covid19-update-18th-march-2020) advice during Covid 19 |
| Medicals | This is non-NHS work patients are advised to search online for private providers for HGV medical etc  | HGV medicals [information](https://www.hgvtraining.co.uk/hgv-medical/) for patients |
| NHS health Checks | Not necessary |  |
| 24 hr BP | Routine 24-hour BP recordings, or BP checks are not essential. If a patient has concerns, then they can be contacted by phone/video.  |  |
| ECGs | ECGs should only be done if they are clinically indicated such as chest pain. Routine annual ECGs can be delayed |  |
| Smoking | Patients are encouraged to speak to their local pharmacist | [NHS](https://www.nhs.uk/live-well/quit-smoking/10-self-help-tips-to-stop-smoking/) – patient tips to stop smoking  |

# What else can be done?

Please see below for some suggestions for work which can be carried out [remotely](https://www.cqc.org.uk/sites/default/files/20190123_triage_apps_additional_prompts.pdf) from the surgery or home.

|  |  |  |
| --- | --- | --- |
| **Topics** | **General information** | **Links** |
| Online & remote consultations | This approach is a relatively new development for many since Covid 19 but is likely to continue in the future. | [RCGP- Remote consultation and triaging](https://elearning.rcgp.org.uk/mod/page/view.php?id=10551" \l "RCGP)[RCN – Having courageous conversations by telephone or video during the Covid-19 pandemic](https://www.rcn.org.uk/professional-development/publications/rcn-courageous-conversations-covid-19-uk-pub-009-236)NHS [Digital](https://future.nhs.uk/DigitalPC/view?objectId=18902320)Wessex LMCs [links](https://www.wessexlmcs.com/covid19remoteconsultationsandit)[NHS](https://www.england.nhs.uk/wp-content/uploads/2019/10/gp-it-operating-model-v4-sept-2019.pdf) Securing Excellence in Primary Care (GP) Digital ServicesDigital training - [NHS](https://www.england.nhs.uk/digitaltechnology/nhs-digital-academy/)NHS Digital [Training](https://digital.nhs.uk/services/training-quality-improvement/education-and-training-standards-and-benchmarking/resources-for-training-professionals) Resources[Video](https://elearning.rcgp.org.uk/pluginfile.php/148915/mod_resource/content/3/NHS_VC_Info%20for%20GPs_v06.pdf) consultations – University of Oxford Information for GPs |
| Wellbeing | Covid 19 will have an impact on staff in many ways – possibly through direct experience of the illness, bereavement or through the different/increased pressures of working during and after a pandemic. Practices should consider identifying someone within the organisation who can signpost colleagues to organisations that can provide support. Some organisation may have access to a Mental Health 1st [Aider](https://mhfaengland.org/). Please speak to a colleague if support and advice about your mental health would be valuable. The list to the right is not exhaustive. It’s good to talk. | Covid 19 [General](https://www.wessexlmcs.com/covid19supportforpractice) support and advice“The calm before the storm” [podcast](https://www.podbean.com/media/share/pb-cvxz9-d88145?utm_campaign=u_share_ep&utm_medium=dlink&utm_source=u_share) “Supporting you and your practice” [podcast](https://www.wssexlmcs.com/wessexlmcsaudiopodcastssupportingyouandyourpractice) [GOV](https://www.gov.uk/government/publications/covid-19-guidance-for-the-public-on-mental-health-and-wellbeing) UK Guidance for the public on mental health & wellbeingMental Health [Foundation](https://www.mentalhealth.org.uk/publications/looking-after-your-mental-health-during-coronavirus-outbreak)The [Samaritans](https://www.samaritans.org/) - 116 123[NHS](https://www.nhs.uk/conditions/stress-anxiety-depression/mental-health-helplines/) Free 24 hr support line: Telephone 0300 131 7000; Text 85258 [NHS](https://d.docs.live.net/21f087457f8baa28/LMC/%E2%80%A2%09https%3A/www.practitionerhealth.nhs.uk/covid-19-workforce-wellbeing) Practitioner Health Programme [RCN](https://d.docs.live.net/21f087457f8baa28/LMC/%E2%80%A2%09https%3A/www.rcn.org.uk/get-help/member-support-services/counselling-service/covid-19-) wellbeing and-your-mental-wellbeing[NMC](https://www.nmc.org.uk/news/coronavirus/how-to-raise-a-concern-about-someone-on-our-covid-19-temporary-register/) – Covid 19 and raising concerns[NHS](https://www.nhsemployers.org/) Employers Guidance for the NHS workforceThe [Joyful](https://www.joyfuldoctor.com/?gclid=EAIaIQobChMIqpDvoKzt6AIVVOvtCh1TWAF9EAAYASAAEgL34fD_BwE) Doctor My [Internal](https://www.myinternalworld.com/) World Web based mental health assessment and programmes[Anxiety](https://www.anxietyuk.org.uk/) helplineNHS [Mindfulness](https://www.nhs.uk/apps-library/category/mental-health/) app Free for NHS using NHS email until end Dec 2020 [Unmind](https://nhs.unmind.com/signup) This link allows all those with and NHS email address to sign up for an online resource to support the mental health of our teams  [Sleepio](https://www.bighealth.com/en-gb/nhs-2020?utm_campaign=9875264853&utm_source=google&utm_medium=cpc&utm_content=431405418467&utm_term=nhs%20sleepio&adgroupid=105978776091) - online sleep improvement programme - sleepio.com/redeem and enter the code NCE2020[Daylight](https://onboarding.trydaylight.com/daylight/nhs-staff/100#1/1)Red [Whale](https://www.gp-update.co.uk/updates) [PHE](https://www.nhs.uk/oneyou/every-mind-matters/?WT.tsrc=Search&WT.mc_id=Brand&gclid=EAIaIQobChMImbqAxbbt6AIV2O3tCh0Mkw9MEAAYASAAEgLjvfD_BwE) Every Mind Matters[Help](https://www.helpguide.org/) Guide to Mental Health[Burnout](https://www.wessexlmcs.com/burnout) Health & well-being; [BMA](https://questionnaires.bma.org.uk/burnout-questionnaire/?OpenForm)[Mental](https://www.mentalhealth.org.uk/our-work/mental-health-workplace) health in the workplace |
| QOF work – reviewing progress | Patients can be contacted by phone/video and results documented in the patients notes | [CQC](https://www.cqc.org.uk/guidance-providers/gps/nigels-surgery-94-nhs-services-delivering-online-primary-care) guidanceNHS [Digital](https://future.nhs.uk/DigitalPC/view?objectId=18902320) |
| Long term conditionsSign posting patients | Consider undertaking virtual [group](https://www.england.nhs.uk/atlas_case_study/introducing-group-consultations-for-adults-with-type-2-diabetes/) consultations. There is now the opportunity to access training to undertake these via video links. | [www.events.england.nhs.uk](http://www.events.england.nhs.uk) Enter VGC or Sentinel in the search box and tick the date of the training session. You will need to click buy but the sessions are free to attend. [Group](https://www.wessexlmcs.com/groupconsultations) consultations[Patient](https://www.wessexlmcs.com/covid19advicefromprofessionalandpatientsocieties) societies |
| Patient resources | There are number of websites that patients can be signposted too. This could be a key role for social prescribers. There may be an opportunity to update patient information/health promotion materials in the practice  | The [handwashing rap](https://lnks.gd/l/eyJhbGciOiJIUzI1NiJ9.eyJidWxsZXRpbl9saW5rX2lkIjoxMzcsInVyaSI6ImJwMjpjbGljayIsImJ1bGxldGluX2lkIjoiMjAyMDA0MTUuMjAxNjM2MDEiLCJ1cmwiOiJodHRwczovL3ZpbWVvLmNvbS8xMzQ5NTI1OTgifQ.lWgkirThMqvMSfn_5JllLBjs-rO6xFroT81Ed1NHMSo/br/77412019683-l), produced to help people who have a learning disability[Public Health England stay at home guidance](https://lnks.gd/l/eyJhbGciOiJIUzI1NiJ9.eyJidWxsZXRpbl9saW5rX2lkIjoxMzgsInVyaSI6ImJwMjpjbGljayIsImJ1bGxldGluX2lkIjoiMjAyMDA0MTUuMjAxNjM2MDEiLCJ1cmwiOiJodHRwczovL3d3dy5nb3YudWsvZ292ZXJubWVudC9wdWJsaWNhdGlvbnMvY292aWQtMTktc3RheS1hdC1ob21lLWd1aWRhbmNlIn0.QbV0q1pK7Z1kQBnx19zIubKn_66S-C-twDqEKbr0iDM/br/77412019683-l), translated and in easy read[Public Health England guidance on social distancing,](https://lnks.gd/l/eyJhbGciOiJIUzI1NiJ9.eyJidWxsZXRpbl9saW5rX2lkIjoxMzksInVyaSI6ImJwMjpjbGljayIsImJ1bGxldGluX2lkIjoiMjAyMDA0MTUuMjAxNjM2MDEiLCJ1cmwiOiJodHRwczovL3d3dy5nb3YudWsvZ292ZXJubWVudC9wdWJsaWNhdGlvbnMvY292aWQtMTktZ3VpZGFuY2Utb24tc29jaWFsLWRpc3RhbmNpbmctYW5kLWZvci12dWxuZXJhYmxlLXBlb3BsZSJ9.HULSA34YSV8RtKvGNzJZZzuKPIzHLKUkQXmjU_m9hJw/br/77412019683-l) translated.[NHS guidelines translated into 32 languages by Doctors of the World](https://lnks.gd/l/eyJhbGciOiJIUzI1NiJ9.eyJidWxsZXRpbl9saW5rX2lkIjoxNDAsInVyaSI6ImJwMjpjbGljayIsImJ1bGxldGluX2lkIjoiMjAyMDA0MTUuMjAxNjM2MDEiLCJ1cmwiOiJodHRwczovL3d3dy5kb2N0b3Jzb2Z0aGV3b3JsZC5vcmcudWsvY29yb25hdmlydXMtaW5mb3JtYXRpb24vIn0.xvCI8AZdNjWah344QOtkNP1E4MaVqJ8ug8c6nV93pSo/br/77412019683-l)[Easy read information on COVID-19](https://lnks.gd/l/eyJhbGciOiJIUzI1NiJ9.eyJidWxsZXRpbl9saW5rX2lkIjoxNDEsInVyaSI6ImJwMjpjbGljayIsImJ1bGxldGluX2lkIjoiMjAyMDA0MTUuMjAxNjM2MDEiLCJ1cmwiOiJodHRwczovL3d3dy5tZW5jYXAub3JnLnVrL2FkdmljZS1hbmQtc3VwcG9ydC9oZWFsdGgvY29yb25hdmlydXMifQ.20U9OQw0gL-RQ__mSt962QYqvWPd_ThdcYo5BOJiuLQ/br/77412019683-l) from Mencap[Public Health England resources](https://lnks.gd/l/eyJhbGciOiJIUzI1NiJ9.eyJidWxsZXRpbl9saW5rX2lkIjoxNDIsInVyaSI6ImJwMjpjbGljayIsImJ1bGxldGluX2lkIjoiMjAyMDA0MTUuMjAxNjM2MDEiLCJ1cmwiOiJodHRwczovL2NhbXBhaWducmVzb3VyY2VzLnBoZS5nb3YudWsvcmVzb3VyY2VzL2NhbXBhaWducy8xMDEvcmVzb3VyY2VzLzUwODAifQ.Gs7Lx89Kw8NldlxOkCyPKj12QXuJuGPanUeiChr9G0A/br/77412019683-l) in accessible formats[COVID-19 guidance for providers of services for people experiencing rough sleeping](https://lnks.gd/l/eyJhbGciOiJIUzI1NiJ9.eyJidWxsZXRpbl9saW5rX2lkIjoxNDMsInVyaSI6ImJwMjpjbGljayIsImJ1bGxldGluX2lkIjoiMjAyMDA0MTUuMjAxNjM2MDEiLCJ1cmwiOiJodHRwczovL3d3dy5nb3YudWsvZ292ZXJubWVudC9wdWJsaWNhdGlvbnMvY292aWQtMTktZ3VpZGFuY2Utb24tc2VydmljZXMtZm9yLXBlb3BsZS1leHBlcmllbmNpbmctcm91Z2gtc2xlZXBpbmcvY292aWQtMTktZ3VpZGFuY2UtZm9yLWhvc3RlbC1vci1kYXktY2VudHJlLXByb3ZpZGVycy1vZi1zZXJ2aWNlcy1mb3ItcGVvcGxlLWV4cGVyaWVuY2luZy1yb3VnaC1zbGVlcGluZz9tY19jaWQ9YmZkNmJmZTYwNyZtY19laWQ9NWM3MWRjOTE1MyJ9.y2kaMCFqAMwju4PFcEQNK6Vp46apGcdN8JmLQ2Z8Esw/br/77412019683-l) |
| Do you have a list of carers in the practice | Your link worker or social prescriber could undertake this | [Supporting](https://www.wessexlmcs.com/thenursingteamusefulpublications) carers in general practice |
| Do you have a list of veterans? | **Ensure you and your practice team are adequately informed to meet the physical and mental health needs of this patient group** | [Care](https://www.wessexlmcs.com/resourcesforgpscareofmilitarypersonnelandveterans) of military personnel and veterans[NHS](https://www.nhs.uk/using-the-nhs/military-healthcare/)e-[lfh](https://www.e-lfh.org.uk/programmes/nhs-healthcare-for-the-armed-forces/) – NHSE armed forces programme |
| Learning disabilities | An average practice of 8,000 patients could except to have between 50-100 patients with LD. The Annual Health Check (AHC) is a holistic view of our patients and a recognised, evidenced method of improving the health of individuals with LD.  The national Directed Enhanced Service (DES) for Learning Disabilities Health Check Scheme was designed to encourage practices to identify all patients aged 14 and over with LD, to maintain a LD “health check” register and offer them an AHC, with includes producing a health action plan. Consider if this review could be undertaken by video.  | LD [annual](https://www.wessexlmcs.com/learningdisabilitiestheannualhealthcheck) health checkLD & [screening](https://www.wessexlmcs.com/learningdisabilitiesscreening) - including cx smears and breast screening; [GOV](https://www.gov.uk/government/publications/cervical-screening-easy-read-guide) UKVideos for patients with LDs about Annual Health Checks:<https://www.youtube.com/watch?v=7gANZupyBHM&feature=youtu.be><https://www.youtube.com/watch?v=p4T9QrUchTU&t=> |
| Look at becoming a dementia friendly/ LD friendly surgery | Dementia can present in several different ways. Raising awareness with all members of staff can be beneficial in providing care to this group of patients and their families. | Dementia [links](https://www.wessexlmcs.com/search?q=dementia)[Alzheimer’s](https://www.alzheimers.org.uk/sites/default/files/2019-04/2017_dementia_friendly_general_practice_toolkit_guide_notts_derbys_project.pdf) societyWessex Academic Science [Network](https://wessexahsn.org.uk/projects/45/creating-dementia-friendly-gp-surgeries-ispace)  |
| Are the safeguarding lists up to date?  | Ensure all staff have undertaken the appropriate level of safeguarding training, policies have been updated and staff know how to escalate an issue if required | [podcast](https://www.wessexlmcs.com/safeguardingpodcast5cuckooingcountylineswhataretheyandhowtospotearlywarningsigns)[e-lfh](https://www.e-lfh.org.uk/?s=safeguarding) safeguarding training[CQC](https://www.cqc.org.uk/guidance-providers/regulations-enforcement/regulation-13-safeguarding-service-users-abuse-improper) |
| Audits  | Undertake audit or a quality improvement project | [RCGP](https://www.rcgp.org.uk/clinical-and-research/resources/toolkits/amr/target-antibiotics-toolkit/audit-toolkits-self-assessment-and-action-planning.aspx) Audit tools[RCGP](https://www.rcgp.org.uk/clinical-and-research/resources/bright-ideas.aspx) Bright ideas[RCGP](https://www.rcgp.org.uk/training-exams/training/new-wpba/qip.aspx)[Quality](https://www.wessexlmcs.com/qualityimprovementactivity) improvement activity[First](https://www.firstpracticemanagement.co.uk/knowledge-base/clinical-audit/) practice management audit information[NHSE](https://www.england.nhs.uk/gp/case-studies/practice-saves-260-hours-of-gp-time-per-year-through-better-use-of-practice-nurses-mundesley-medical-centre-east/) |
| Clinical governance  | Update policies and protocols that will be needed for CQC in the future | [Information](https://www.dsptoolkit.nhs.uk/) governance |
| Training | Ensure everyone is up to date with mandatory training including e.g. safeguarding. Many can be undertaken onlineDigital training | [Mandatory](https://www.wessexlmcs.com/mandatorytrainingforpracticestaff) training[e-lfh](https://portal.e-lfh.org.uk/Catalogue/Index)[Sepsis](https://www.wessexlmcs.com/lunchandlearn/purchase/17); [Sepsis](https://sepsistrust.org/about/about-sepsis/) Trust; [e-lfh](https://www.e-lfh.org.uk/programmes/sepsis/)[NB](https://www.nbmedical.com/) Medical[Lunch](https://www.wessexlmcs.com/lunchandlearn) & LearnOn line [training](https://www.wessexlmcs.com/onlinetrainingforpracticestaff) for practice staff[e-lfh](https://www.e-lfh.org.uk/) - Covid 19Digital training - [NHS](https://www.england.nhs.uk/digitaltechnology/nhs-digital-academy/)ENHS Digital [Training](https://digital.nhs.uk/services/training-quality-improvement/education-and-training-standards-and-benchmarking/resources-for-training-professionals) Resources[Video](https://elearning.rcgp.org.uk/pluginfile.php/148915/mod_resource/content/3/NHS_VC_Info%20for%20GPs_v06.pdf) consultations – University of Oxford Information for GPs[HEE](https://www.hee.nhs.uk/our-work/training-hubs) training hubs[LMCs](https://www.bma.org.uk/what-we-do/local-medical-committees) |
| Prescribing | If you are an NMP you could undertake medication reviews using telephone/video consultation.There may be other prescribing related work you could assist with e.g.Optimise switches. What are your highest potential cost saving areas for your practice identified by optimise? Your CCG pharmacist will be able to tell you e.g. reducing Lansoprazole form 30mg to 15mg where possible.Searching for any patients who have been on a bisphosphonate for over 5 years, do they need another DEXA, a drug holiday?  | Royal Pharmaceutical Company – NMP [competencies](https://www.rpharms.com/Portals/0/RPS%20document%20library/Open%20access/Professional%20standards/Prescribing%20competency%20framework/prescribing-competency-framework.pdf)Non-medical prescribing - [guidance](https://www.wessexlmcs.com/nonmedicalprescribing)[RCN](https://www.rcn.org.uk/get-help/rcn-advice/non-medical-prescribers) Advice for NMPs[HEE](https://www.hee.nhs.uk/our-work/medicines-optimisation/training-non-medical-prescribers) training for NMPs[NICE](https://bnf.nice.org.uk/guidance/non-medical-prescribing.html)[CCGs](https://www.england.nhs.uk/commissioning/who-commissions-nhs-services/ccgs/)[MHRA](https://www.gov.uk/government/organisations/medicines-and-healthcare-products-regulatory-agency) |
| Care homes | Consider how the time could be used to liaise with local care homes to review effective ways of working. For example, joint training, sharing of information and support, establishing regular communication.  | [SCIE](https://www.scie.org.uk/publications/guides/guide52/workforce/developing.asp)  |
| ReSPECT | It is likely that nurses will become involved in providing support to patients and families around discussions of what type of care they would want in an emergency situation. | [Resuscitation](https://www.resus.org.uk/respect/) council – ReSPECT[e-lfh](https://www.e-lfh.org.uk/programmes/recommended-summary-plan-for-emergency-care-and-treatment-respect/)[RCGP](https://elearning.rcgp.org.uk/mod/page/view.php?id=10537) end of life care[NICE](https://www.nice.org.uk/guidance/ng163)[NMC](https://www.nmc.org.uk/news/news-and-updates/statement-advance-care-planning-dnacpr-gmc-nmc/) statement on advanced care planning (DNARCP)RCN verification of death during Covid 19 |
| Mental health checks | Approximately a quarter of all people will experience a mental health problem in any one year, and 23 out of 30 who experience mental health problems will visit their GP. (RCGP)Consider the possible use of telephone and video consultations and Information available for patients | Mental [Capacity](https://www.wessexlmcs.com/mentalcapacity)[e-lfh](https://portal.e-lfh.org.uk/Catalogue/Index) training[Derby](https://www.derbyshirehealthcareft.nhs.uk/application/files/4415/4686/9590/Primary_Care_Toolkit_FINAL2.pdf) Primary Care Toolkit[RCGP](https://www.rcgp.org.uk/clinical-and-research/resources/toolkits/mental-health-toolkit.aspx) Mental health toolkit [NHS](https://www.nhs.uk/using-the-nhs/nhs-services/mental-health-services/mental-health-assessments/) – information for patients |
| Refresher training for health and care professionals returning to work | Returners are likely to require ‘refreshing’ on working in general practice and updates to undertake their roles | [Blue stream](https://www.bluestreamacademy.com/elearning-suites/free-training-for-staff-returning-to-work-within-the-health-and-social-care-sectors/) academy[QNI](https://www.qni.org.uk/nursing-in-the-community/care-home-nurses-network/coronavirus-information-centre/) |
| Deployment of staff including student nurses | The Covid 19 situation has required some people to have to move into areas of practice that are not within their specific job descriptions. This should be a temporary measure, but it is an opportunity to review your current role and look for opportunities to work closer with colleagues across the PCN and for example district nursing.NHSE/I are planning to produce guidance on core competencies between primary and community care.  | [NHS](https://www.nhsemployers.org/-/media/Employers/Documents/COVID19/NHS-Staff-Council-advice-job-descriptions-and-banding-of-nursing-students.pdf?la=en&hash=12AD2E919FE425704985AB47BB75DC2C66BD5461) Employers[RCN](https://www.rcn.org.uk/clinical-topics/infection-prevention-and-control/novel-coronavirus/rcn-guidance-on-redeployment-covid-19) Guidance on deploymentStaff sick pay & [employment](https://www.wessexlmcs.com/covid19staffsickpayandotheremploymentterms) during Covid 19[ACAS](https://www.acas.org.uk/coronavirus/self-isolation-and-sick-pay) |
| Appraisals & revalidation | The time could be effectively used to ensure staff are up to date with appraisals and revalidation. | [NMC](http://revalidation.nmc.org.uk/what-you-need-to-do.1.html) Revalidation[Appraisal](https://www.wessexlmcs.com/appraisalsandrevalidationforgpspracticenursespracticemanagers)Quality improvement [activity](https://www.wessexlmcs.com/qualityimprovementactivity) |

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| Clinical supervision | Clinical Supervision is essential to demonstrate the commitment of the organisation and its clinical staff. It encourages reflection on clinical practice using a constructive approach to support and increase the confidence and capability of staff, with the primary aim of improving the quality of care provided to the patient population. Clinical supervision can both enable and support those in clinical practice.   |  [NHSEI](https://future.nhs.uk/GPFV/view?objectID=13635152) GPN Single point |
| CQC | Currently CQC have put all visits on hold unless there are issues around safety. This is an opportunity to revisit areas that are commonly covered in CQC inspections and prepare for future visits. CCGs are a valuable source of support. | [CQC](https://www.cqc.org.uk/guidance-providers/gps/how-we-monitor-gp-practices) How we monitor GP practices[CQC](https://www.cqc.org.uk/guidance-providers/gps/nigels-surgery-full-list-tips-mythbusters-latest-update) Mythbusters[CQC](https://www.cqc.org.uk/sites/default/files/documents/cqc_preparing_for_inspection_-_cpa_version_-_final_0.pdf) Preparing for an inspectionCQC [Supportive](https://www.wessexlmcs.com/cqcpreinspectionsupportiveinformation) information |
| Workforce | There are ongoing issues around the recruitment and retention of nurses and GPs, we also have an ageing workforce. This is an opportunity to review the competencies and capabilities of your staff and undertake a training needs analysis. New ways of working with increased flexibility across PCNs could encourage experienced staff to remain in work. Also consider having student nurses in your practice, a positive experience is more likely to encourage them to work as GPNs. Speak to your local training hub. The aim is to ensure that you have staff with the necessary skills and knowledge to meet the needs of your local population now and in the future.  | [Skills](https://www.wessexlmcs.com/skillsmatrix) matrix[QNI](https://www.qni.org.uk/nursing-in-the-community/practice-standards-models/general-practice-nurse-standards/) GPN Nurse standards[RCGP](https://www.rcgp.org.uk/policy/rcgp-policy-areas/nursing.aspx) Nurse competencies[Skills](https://www.skillsforhealth.org.uk/services/item/724-advanced-clinical-practice-core-capabilities-for-nurses-working-within-general-practice-settings-in-england) for Health ACP (Nurses) Core Competencies & Capabilities[Practice](https://www.wessexlmcs.com/wessexlmcspracticehealthcheckdiagnostictool) Health Check Diagnostic Tool[HEE](https://www.hee.nhs.uk/our-work/training-hubs) training hubs |

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# Further Support

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| General support available | Guidance and SOP for General Practice Covid 19Covid 19 informationPrimary Care WebinarsFully funded support to implement rapid changes in response to Covid 19 is available for practices and PCNs to access at no charge. | [NHS](https://www.england.nhs.uk/coronavirus/wp-content/uploads/sites/52/2020/03/C0133-COVID-19-Primary-Care-SOP-GP-practice_V2.1_6-April.pdf) England[HEE](https://www.hee.nhs.uk/coronavirus-covid-19) Covid 19 information[NMC](https://www.nmc.org.uk/news/news-and-updates/how-we-will-continue-to-regulate-in-light-of-novel-coronavirus/) regulation during Covid 19[RCN](https://www.rcn.org.uk/covid-19)[RCN](https://www.rcn.org.uk/get-help/rcn-advice/covid-19) FAQs[QNI](https://www.qni.org.uk/nursing-in-the-community/care-home-nurses-network/coronavirus-information-centre/) Covid 19 advice[RCN](https://www.rcn.org.uk/clinical-topics/infection-prevention-and-control/novel-coronavirus/rcn-guidance-on-redeployment-covid-19) Deployment guidelines & advice[NHS](https://www.england.nhs.uk/coronavirus/publication/preparedness-letters-for-general-practice/) Updates & guidance for general practice[Practical](https://www.wessexlmcs.com/covid19practicalandoperationalissues) & operational issues[NHS](https://www.england.nhs.uk/coronavirus/) England Advice for clinicians and NHS managers[NHSE](https://www.england.nhs.uk/coronavirus/primary-care/other-resources/webinars/) weekly webinars[Academic](https://www.ahsnnetwork.com/) Health Science NetworkList of [General](https://teamnet.clarity.co.uk/Topics/Public/78b4aeb0-3bcb-4953-a5bf-ab8200e9a165) advice & resources [Time](https://bit.ly/timeforcarecovid) for Care Programme |
| PPE & infection control | The guidance available is for the protection of staff and patients. It is important that all staff familiarise themselves with the ‘donning, doffing’ and appropriate disposal of PPE.Local CCGs can provide advice through their IC leads. | [GOV](https://www.gov.uk/government/news/new-personal-protective-equipment-ppe-guidance-for-nhs-teams) [RCN](https://www.rcn.org.uk/clinical-topics/infection-prevention-and-control) infection control[GOV](https://www.gov.uk/government/publications/wuhan-novel-coronavirus-infection-prevention-and-control) UK |
| Primary Care Bulletin | NHSEI will be publishing a frequent bulletin for primary care covering all guidance and information published for general practice, pharmacy, dental and optical. | [Primary Care Bulletin](https://www.england.nhs.uk/coronavirus/primary-care/other-resources/primary-care-bulletin/) |





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