

STANDARD OPERATING PROCEDURE DOCUMENT (SOP)

Title	COVID Management Service for confirmed COVID-19 Pts in the Community v3 March 2020	Doc. No.	OP0264 & CL068
Scope	PC24 Operational and Clinical Teams		
Purpose	This service will: • Rapidly manage all patients who have tested positive for COVID-19 but who do not require immediate admission (see Annex A for categorisation of patients based on current PHE advice) • Provide telephone advice for symptomatic patients following an NHS 111 assessment within the defined clinical priority timeframe.		
Guidelines	In the context of the current incident management arrangements with clinical advice and guidance continuing to evolve as more becomes known about the virus.		
Service Overview	FOR PATIENTS RESIDENT IN THE AREAS OF • Liverpool • Halton • Knowsley • St Helens • Warrington The service will run 24/7 delivered through a telephone advice line		
PROCEDURE		RESPONSIBILITY	
Confirmed Positive Patients			
1.	Patient contacting the service will have tested positive to the COVID-19 test. Referrals can only be accepted from Public Health England (PHE). They will have been assessed by Public Health England (PHE) as being clinically appropriate for home management. The patient will be provided with the CMS number to contact if they have any concerns regarding their health during the self-isolation period.		Patients GP Practice / PC24

2.	The patient will contact PC24 on the dedicated telephone line for COVID-19. The operational team will answer the phone using the following opening script: <i>'Hello, you are through to the Primary Care 24 COVID Management Service. Can you please confirm you have tested positive for Coronavirus?'</i>	PC24 Operational Team
3.	If the patient says yes, continue with the call. If no, please redirect the patient to NHS 111.	PC24 Operational Team
4.	ILTCs need to be ruled out initially. If patient is presenting with ILTC symptoms, follow ILTC literature/pathway for non-clinical staff The operational team will take all the patient demographics in line with existing referral coordinator standard operating procedure (SOP). In the symptoms box record • Patient's symptoms • Any deterioration • Any other relevant information • Who advised them to contact this service If patient requires emergency treatment as a result of the ILTC pathway, call 999 and inform NWAS of patients COVID-19 symptoms at time of placing call.	PC24 Operational Team
5.	The CMS will contact every patient referred to them within 2 hrs to: - Confirm contact details and take appropriate history if required. - Explain the principles of self-isolation as per PHE guidance and have the CMS service explained to them, in particular the need to report any symptoms indicative of deterioration in their condition for further assessment. - Brief patients to contact CMS if they have other immediate health needs that may not be directly related to COVID 19	PC24 GP

6.	Upon completion of call the GP will close the call using the correct outcome code (provided separately)	PC24 GP
NHS 111 Symptomatic Patients		
1.	NHS Pathways have created a new pathway for symptomatic patients identified following an NHS 111 assessment. These cases will be passed electronically to PC24 for telephone assessment. This service will accept referrals from the above CCG areas: • Liverpool • Halton • Knowsley • St Helens • Warrington In Hours Dispositions (excluding Warrington CCG): Dx1112 Speak to Clinical Assessment Service 1 hour COVID risk Dx1113 Speak to Clinical Assessment Service 2 hours COVID risk All of Out of Hours and Warrington CCG In Hours Dispositions: Dx1112 Speak to Clinical Assessment Service 1 hour COVID risk Dx1113 Speak to Clinical Assessment Service 2 hours COVID risk Dx1114 Speak to Clinical Assessment Service 4 hours COVID risk Dx1115 Speak to Clinical Assessment Service 6 hours COVID risk Dx1116 Speak to Clinical Assessment Service 12 hours COVID risk The cases will arrive in the DCA pool with the following colour coding:	

	Covid 12Hr Covid 1Hr Covid 2Hr Covid 4Hr Covid 6Hr	
2.	Once the call has been electronically received, operational personnel will ensure the dispatch of NHS 111 calls. Check the patient is covered by Primary Care 24. If not contact NHS 111 and provide the 'External Case ID' number and ask them to take the call back. NHS 111's contact number is located under the 'Agency' tab in Adastra. Click into the call and perform a PDS search. Ensure all patient demographics provided from NHS 111 match the results found on the NHS spine. If the results match the demographics provide by NHS 111 attach the NHS number only. If the results found on the NHS spine are different to the demographics provided by NHS 111, please contact the patient / representative to confirm the patient's demographic details, The operational team member should telephone the patient and say: "Hello, I am calling from your local Clinical Advice Service. I have received your call from NHS 111. I will need to confirm some demographics with you before I place this call on our system for one of our clinicians to call you back." If any demographic information is incorrect amend the Adastra record as required and ensure a Datix is completed for follow-up with NHS 111 by a member of the administration team. Once the demographics have been confirmed please carry out a 'PDS' trace to confirm the NHS number. Do not ask the patient regarding their symptoms in this instance. Before ending the call use the following script "should your symptoms worsen whilst waiting for the call back please contact us by calling NHS 111"	

	If the patient / representative cannot be contacted to confirm demographics a note should be made on the patient's record and the case dispatched as sent from NHS 111. The Referral Coordinator should mark the case as Telephone Advice only before dispatching to the DCA pool.	
--	--	--

STANDARD OPERATING PROCEDURE DOCUMENT (SOP)

Title		CL068 & OP0264 COVID Management Service for confirmed COVID-19 Pts in the Community v3 March 2020		Doc. No.	OP0264 & CL068
Version			v3		
Supersedes			v2		
Approving Managers/Committee			Director of Service Delivery		
Date Ratified			09/03/2020		
Department of Originator			IUC		
Responsible Executive Director			Director of Service Delivery		
Responsible Manager/Support			IUC Service Manager		
Date Issued			09.03.2020		
Next Review Date			09.04.2020 or new guidance becomes available.		
Target Audience			Operations and Clinician		
Version	Date	Control Reason		Accountable Person for this Version	
1	09.03.20	SOP Created		Service Manager, UCC & Fleet	
2	16.03.20	SOP Updated		Deputy Director of Urgent Care	
3	17.03.20	SOP Updated		Deputy Director of Urgent Care	
Reference documents		Electronic Locations		Locations for Hard Copies	
		Primary Care 24 Intranet / Corporate Policies/ Current SOPs/		Standard Operating Procedures File in the Call Centre.	
Document Status: This is a controlled document. Whilst this document may be printed, the electronic version maintained on the PC24 Intranet is the controlled copy. Any printed copies of the document are not controlled.					