

# Our Health Partnership

## OHP Coronavirus Continuity Plan

OHP are continually developing and reviewing a partnership wide continuity plan to assist practices in the event of a COVID-19 related incident. This includes checklists for practice level, remote access and crisis hubs where needed.

The Gov.uk website has a section dedicated to guidance for health care professionals – link below.

<https://www.gov.uk/government/collections/coronavirus-covid-19-list-of-guidance#guidance-for-health-professionals>

## Practices

Most partner practices will have already put many measures in place. We have drafted a checklist of what we need practices to ensure they have in place.

Done?	Due by?	What?	Why?
	Immediate	Dedicated contact at the practice for OHP comms.	OHP have identified an operational lead (Leanne) who is in frequent contact with the CCGs and needs a direct contact.
	Immediate	Identify a buddy site and inform OHP Central Team (Yasmin)	If OHP are informed of the buddy site for the practice, we can assist with the relocation of the service.
	Immediate	Staff contact details up to date, inc. cleaners & CCG	You need to ensure you have direct contact with each staff member in the event of practice closure.
	Immediate	Suitable PPE available – signed up with NHS supply chain	OHP are centrally chasing the supplies due to come to each practice. You should be able to order more through NHS supply chain and OHP can help if you cannot get access.
	Immediate	Isolation room (with phone and signage)	As per the isolation policy sent from the CCG
	Immediate	All staff briefed on procedure and are aware of support and lead within the practice	Staff need to know what to do, but also need to be supported as there is a lot of information to process

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	18/03/20	Ask staff to declare if they believe themselves to be in an at-risk group, or immunocompromised.	Staff who are particularly at risk may need to be moved off front line reception for their own protection
	18/03/20	Aware of what remote working is currently in place (if any)	Some staff may have access already through various means, it will help OHP assess practice needs for additional access.
	18/03/20	Enough soap, hand sanitizer and toilet rolls?	Practices have reported these items running low and patients taking them from the surgeries. OHP are working on central contingency supplies for practices and hubs
	18/03/20	Phone diversion plan	OHP are liaising with practices and CCGs to make suitable arrangements for calls to be diverted or taken remotely.
	18/03/20	Answer machine message includes coronavirus warning advising not to come to surgery	Practices need to reduce the risk of infected patients attending the surgery. Where they have travelled to the specified countries, they should be directed to 111
	18/03/20	Website updated with NHS111 link and guidance if symptomatic. If using footfall. Capri or similar website, ensure symptom checker does not direct patient to practice if having symptoms	As above, however ensuring the patients are not being directed to walk in centres, pharmacies, A&E or the practice.
	18/03/20	Contingency if all schools close and the effect on staffing	OHP are working on remote access and Crisis hubs, however the practice should consider the impact this could have.
	18/03/20	Switched off online booking (or changed to telephone only appointments)	This again relates to reducing the risk of infection coming to the practice. BSol CCG have confirmed they will not be enforcing the 25% online appointments at this time.

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	18/03/20	Signage on doors/facing outside to advise patients not to enter if they believe there is a possibility, they may have Covid-19	Increasing patient awareness
	18/03/20	Smart card manager or EMIS manager, and Docman access given to Central team.	This is quite an important aspect of how OHP can support continuity across OHP. Should a practice be closed, or the staff be quarantined, manager access will enable the team to arrange system access to staff covering in a shortage, clinical and non-clinical. The central team will be in discussion with the practice lead when this is carried out, and a governance procedure will be in place to remove access when no longer required.
	18/03/20	Contact details for a deep clean company/deep clean plan	There is further guidance coming soon around cleaning requirements, all of which can be found on the Gov.uk website.

## OHP Central Office

All within the central office have hardware and systems required to work from home. At whichever point it is deemed necessary, the central office can divert phone lines to facilitate a full service away from the office.

As the threat increases, Face to face meetings may be replaced with telephone conferences or virtual meetings on Teams.

The central team will not be booking in any additional practice visits for the time being and have received training on how to use Microsoft Teams for virtual meetings.

## OHP Overall

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OHP Central will be supporting practices with cross working, cover and comms. The central team have remote access, however, will need clinical system access to each practice if support is needed. If the manager access is granted as above, the central team will already have access in the event of practice management absence

- Crisis hubs – We have approached BSol CCG to obtain PCs, phones and remote access for supporting Systm1 and EMIS practices. We intend to have similar contact with Shropshire, Wolverhampton and Sandwell and West, however we believe many of the remote solutions in any crisis hub can be used across all practices. This would enable calls to be diverted and handled remotely by trained staff in the event of closure. The hubs could also be used by clinical staff for prescribing/telephone appointments, or to enable immunosuppressed staff to come off the front line.
- Supplies – OHP will be assisting practices to get access to NHS supply chain, as well as procuring items centrally which may be in short supply.
- LIVI - LIVI remains a solution that is available to practices with Birmingham Extended Access contract. We may be able to increase the LIVI capacity and hours to enable more patients to be seen digitally. This will require approval from hub/practice management and as much notice as possible to LIVI

## PCNs and non-OHP Practices

At this point in time we will not be planning at PCN level. OHP practices are covered as priority and the PCN support function has only been established to support with contract delivery. We will be investigating if our plan can be scaled up to support non-OHP practices at a later date.