

WORCESTERSHIRE COVID MANAGEMENT SERVICE - CMS
STANDARD OPERATING PROCEDURE

Document Type	STANDARD OPERATING PROCEDURE
Unique Identifier	
Document Purpose	OPERATIONAL PRACTICE AND PROCESSES OF THE CMS IN WORCESTERSHIRE
Document Author	DR GEMMA MOORE
Expiry Date	

VERSION HISTORY

Version	Circulation Date	Job Title of Person/Name of Group circulated to	Brief Summary of Change
0.1 Draft	02.04.2020	Denise Gabriel, PCN Manager	
0.2 Draft	02.04.2020	Denise Gabriel, PCN Manager	
0.3 Draft	03.04.2020	Mandy Brownhill, PCN Manager	Update to the operational pathway
0.4 Draft	03.04.2020	Denise Gabriel, PCN Manager	Final amendments to draft to be submitted following feedback from Dr Gemma Moore
0.5	07.04.2020		

1. INTRODUCTION

In the event of General Practice escalation, Worcestershire has taken urgent measures to commission a **Worcestershire COVID Management Service (CMS)** SW Healthcare to be available 7 days a week between the hours of 08:00 – 22:30.

Patients with COVID-19 were previously isolated in hospitals, regardless of the severity of their symptoms. To reduce the burden on primary and secondary care, patients who are suitable for home management are now being self-isolated in the community and will be supported through this service. CMS will provide urgent primary care services to patients diagnosed with COVID-19 who are self-isolating in the community.

This will include care for symptoms related to COVID-19. The CMS provider, SWHC will keep GP practices up to date with any changes in the patient's health status and will discharge the patient back into the patients GP after the patient has subsequently tested negative or after 7 days of active monitoring.

2. PURPOSE/SCOPE OF DOCUMENT

This document outlines the operational practice and processes of the CMS in Worcestershire. The processes and procedures laid out in this document should be followed by all clinicians working within the CMS.

3. SCOPE OF THE SERVICE

The service will be provided to all 64 GP practices in Worcestershire, the Clinical Team will have access to EMIS Clinical Services and all consultations will be input onto the Patients clinical notes through remote consultation.

The service will be available 7 days a week between the hours of 08:00 – 22:30 – then the calls divert to Out of Hours.

The CMS will be responsible for providing all medical treatment, care and support to all the Cohorts, as detailed in the pathway below. The CMS will provide active daily monitoring calls for up to 7 days until the patient is discharged and referred back to their GP.

In a small number of cases where the patient cannot be managed remotely, and requires Face 2 Face assessment by local Primary Care Services, the CMS will send a task followed up by an email to the GP Practice to follow-up. Home Visits will be in line with the Practice PCN COVID-19 Business continuity plan for Home Visits.

4. LOCALLY DEFINED OUTCOMES

- Increased capacity and resilience in Primary Care
- Utilisation of local Clinical expertise e.g. Retired GP's and Locums
- Reduce hospital admissions and hospital re-admissions
- Enable patients to stay out of hospital with increased level of education, understanding and self-management
- Improvement in response time to patients with a change in condition/symptoms

5. REFERRAL ROUTES – SEE PATHWAY BELOW

- **Secondary care**
Worcestershire NHS Acute Trust to notify SWHC of all positive test results – this will be the basis of the patient lists for the CMS
- **GP Primary care**
Patient diagnosed by GP OR tested positive for COVID-19, GP practice to complete CMS referral via EMIS template

- NHS 111
Patient diagnosed with COVID-19 telephone: 03333 324020
- **Community care**
All patients tested positive with COVID-19 telephone: 03333 324020

6. EMIS

The patient's care will be provided by the CMS that will include GP's and ANP's. To support the CMS' ability to look up and contact GP practices with updates to the health status of their patients receiving CMS care, all Clinicians will have access to EMIS across all GP practices in Worcestershire.

EPS will be available to the CMS imminently, in the meantime all medication requests will be sent direct to the Patients GP practice as a task through EMIS for urgent action, the CMS GP to alert the Practice of the urgent medication request.

Secondary Care will send patient's tests results via ICE and on a daily basis SWHC Admin will search EMIS Clinical Services.

7. MEDICINES MANAGEMENT

If medicine is required issue prescription via task to patients GP practice and follow up with an email to the practice.

8. REGISTRATION OF PATIENTS

SWHC administrators to register patient on EMIS Clinical Services. Patient should be booked in for a maximum of 7 days, to complete their daily healthcare monitoring episode.

CMS GP's to view patient list on EMIS Clinical Services.

9. OOH

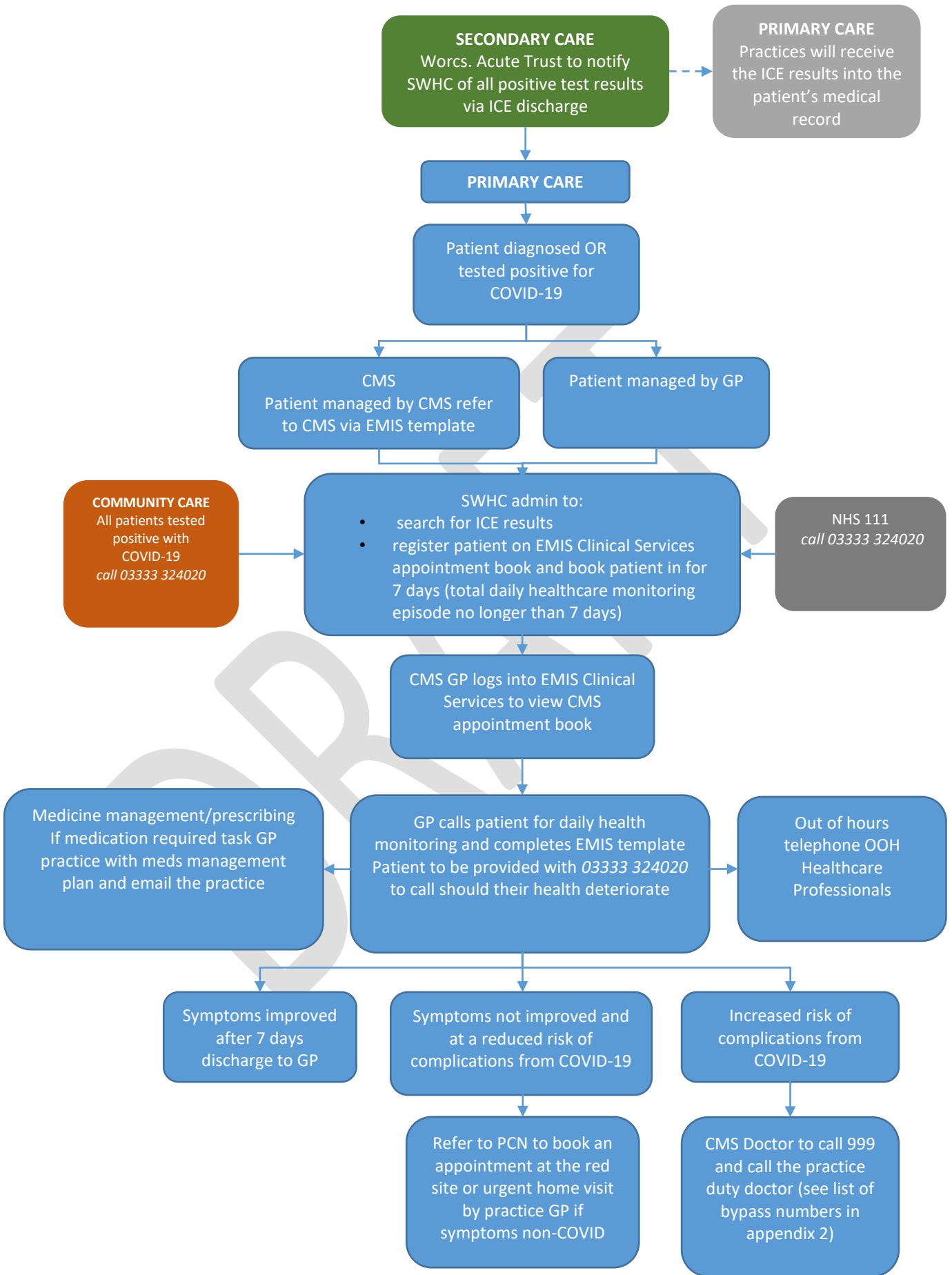
Calls received between the hours 22:30 – 08:30 will be directed to OOH Team.

10. EMERGENCY CALLS

If a patient deteriorates whilst under the care of the CMS, the Duty GP will call 999 and advise the practice by a task or a telephone call.

By Pass numbers are included in Appendix 2

11. OPERATIONAL PATHWAY



12. CONTACT DETAILS

SWHC email address	sowoccg.SWHealthcare@nhs.net
CMS telephone number	03333 324020
Clinical Lead	gemma.moore1@nhs.net

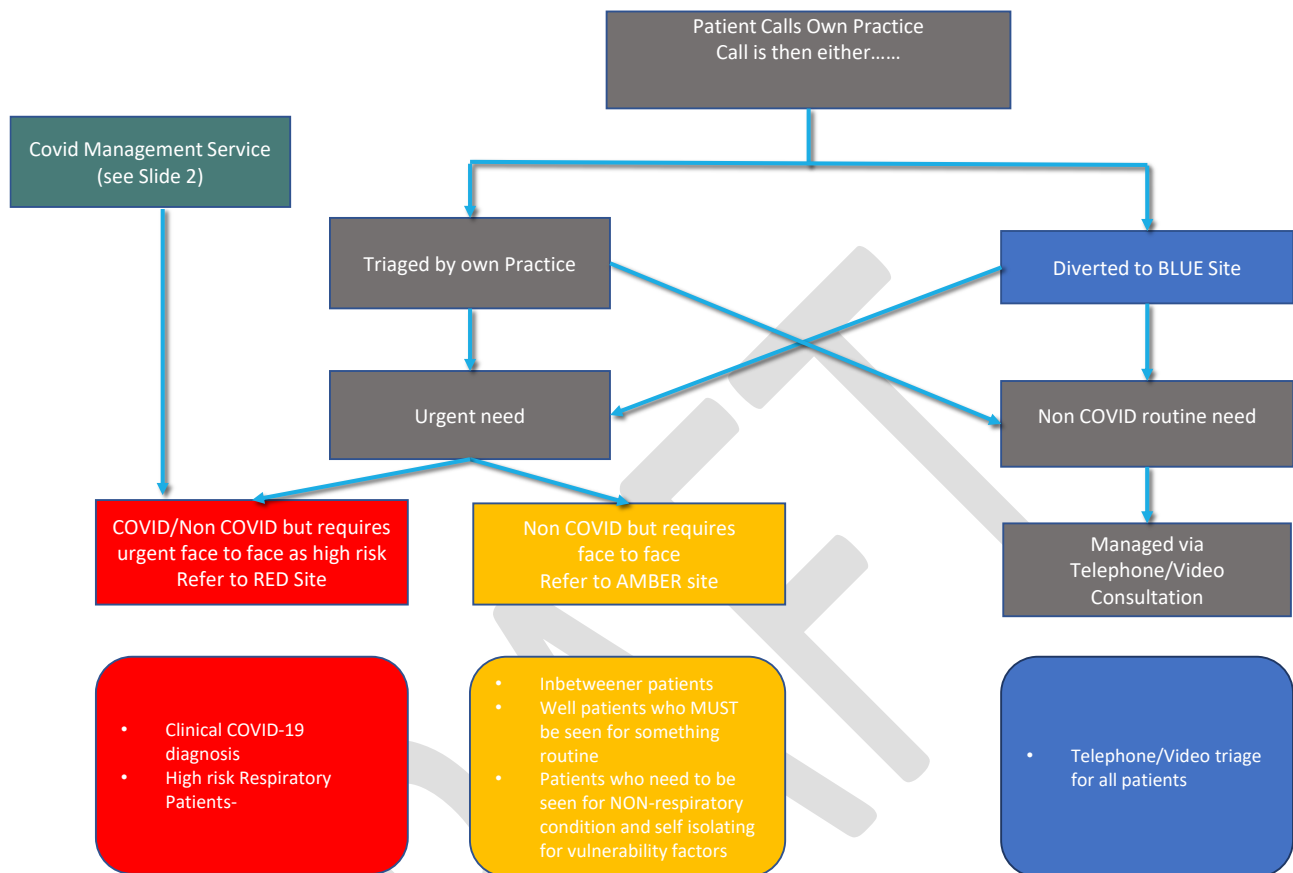
13. SERVICE CAPACITY

If the calls exceed the amount of clinician time available, SWHC will recruit extra GP's and ANP's to support with the workflow. This will be reviewed on a daily basis.

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Appendix 1

COVID-19 Patient Journey/Mapping Process - Worcestershire



PRIMARY CARE - CATEGORIES

RED SITES

- Clinical COVID-19 diagnosis
- High risk Respiratory Patients- Clinically triaged as needing a F2F review

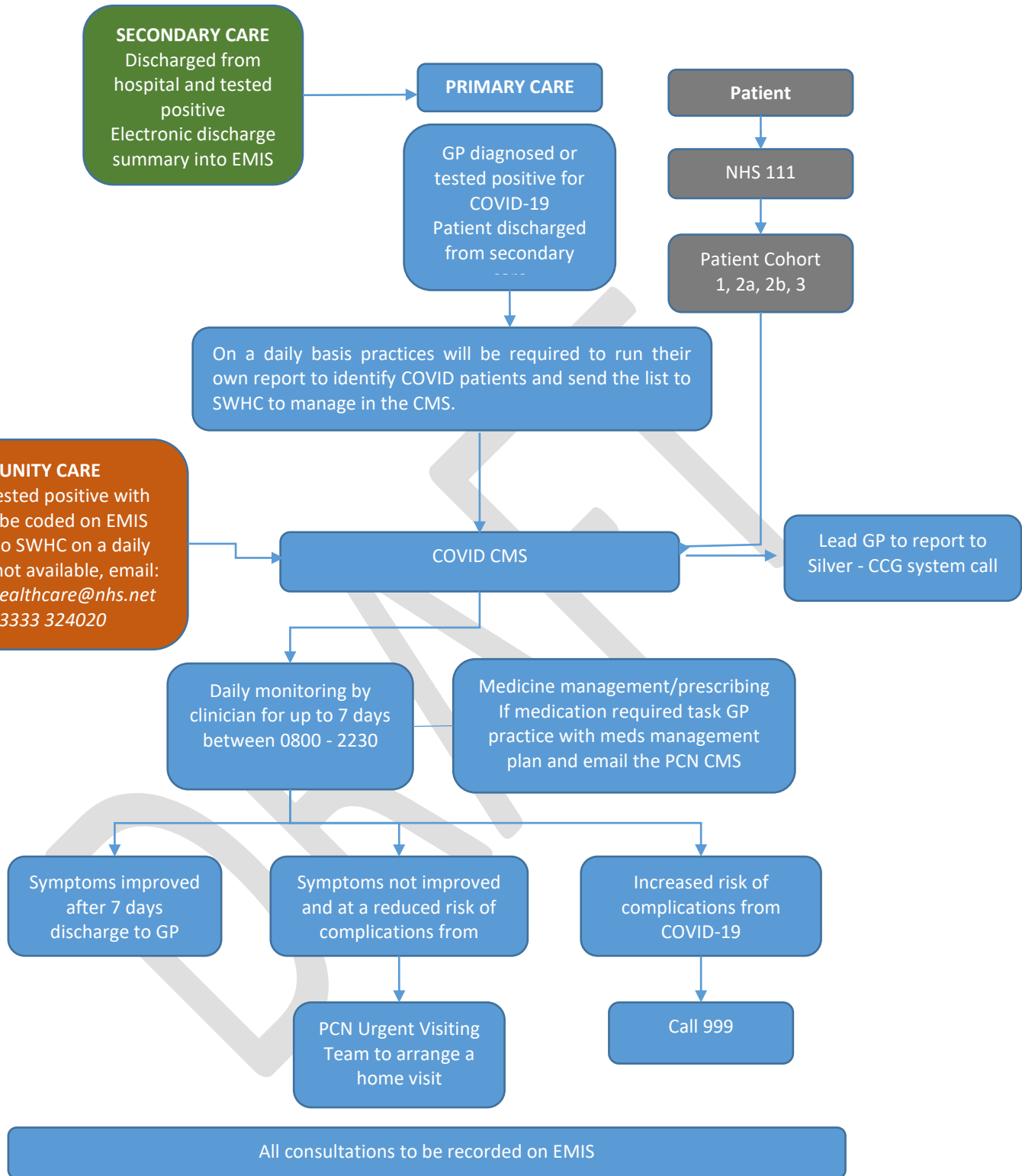
AMBER SITE

- Inbetweenner / patients do not have obvious COVID-19 but clinical suspicion exists
- Well patients who MUST be seen for something routine eg DMARD Monitoring, B12 Injections, Urgent Bloods such as INR
- Patients who need to be seen for NON-respiratory condition and self isolating for vulnerability factors (over70, immunocompromised, Pregnant, poorly controlled heart disease, diabetes, lung disease)

BLUE SITES (Worcestershire)

- Telephone/Video triage for all patients

COVID-19 Clinical Management Service Pathway



Appendix 2

By Pass Numbers – to follow

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