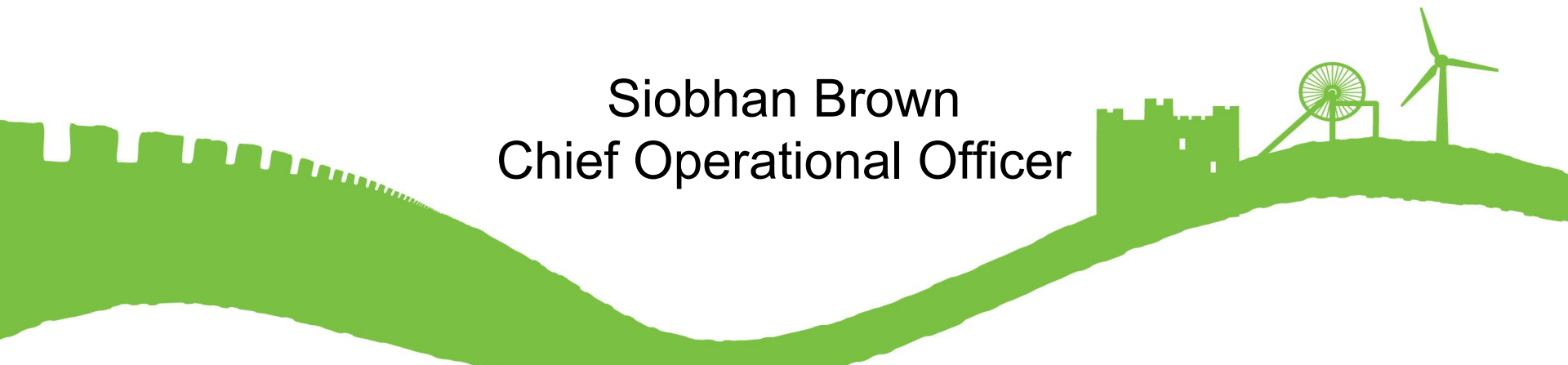


# **Covid – 19 update**

**14 July 2020**

Siobhan Brown  
Chief Operational Officer



# An emotional journey

- Challenging
- Speedy transformation of services
- Responding to concerns
- Following guidance remaining pragmatic
- Remote working, caring for our staff
- Protecting our population



# System matters

- Great team approach from all
- Closer working enabled by IT
- Usual barriers / concerns to change removed
- All focussed on the same goal
- Primary Care Networks accelerated development
- Incredible community response and support



# CCG key areas of focus

- Supporting Primary care's response
- Enhancing community provision to enable discharge from hospital and where appropriate avoid admissions to hospital.



# Supporting primary care

- Guidance review, interpretation, and daily communication.
- Service prioritisation and income review
- Supporting IT solutions
- A daily situation report to enable concerns to be raised.
- Estates expertise and support to enable primary care to separate out their management of COVID-19 patients.
- Liaison with other organisations to join up service delivery and resolve issues
- Hands-on delivery of PPE and other equipment as required



# Primary care sit rep reporting?

EXAMPLE PCN – Real Data							02-Jun
SITREP CATEGORY	Acacia Tce	Charlotte Street	Langley Park	Penny Lane	Warwick Ave	Whole PCN	
	Dataset date	02/06/20	02/06/20	02/06/20	02/06/20	02/06/20	<b>R</b>
<b>STAFFING RAG</b>							
GPs	Green	Amber	Green	Green	Green	Green	0
Nurse practitioners	Green			Green	Green	Green	0
Nurses and HCAs	Green	Green	Green	Green	Green	Green	0
Allied health professionals							0
Admin, reception & managers	Green	Green	Green	Green	Green	Green	0
Cleaners		Green	Green			Green	0
Number of staffing red flags	0	0	0	0	0		
Practice rating of staff morale	Green	Green	Green	Green	Green	Green	0
Practice rating of current patient demand	Busier than normal	Around normal level	Below normal level	Around normal level	Below normal level	Around normal levels	<b>1</b>
Number of branch sites closed	Don't have any	Don't have any	0	0	2	2	
<b>Current stock levels of PPE in practice</b>							
Gloves	Green	Green	Green	Green	Green	Green	0
Aprons	Green	Green	Green	Green	Green	Green	0
Fluid-resistant surgical masks	Green	Green	Green	Green	Green	Green	0
Visors	Green	Green	Green	Green	Green	Green	0
<b>Hot sites</b>							
Number planned for your practice	1		0	0	1	2	
Number in use for your practice	1		0	0	1	2	
Number planned for other practices to use	1		0	0	1	2	
Number in use for other practices to use	1		0	0	1	2	
Number of hot patients seen yesterday	0		1	0	2	3	
Opel level	1	1	1	1	1	1	0
<b>Ability to receive NHS 111 referrals</b>							
Proportion of 111 appointments booked	None	None	1 - 25%	None	None	Green	0
<b>Practice has staff available for redeployment</b>							
Staff groups available for redeployment	No	No	No	No	No	0	0

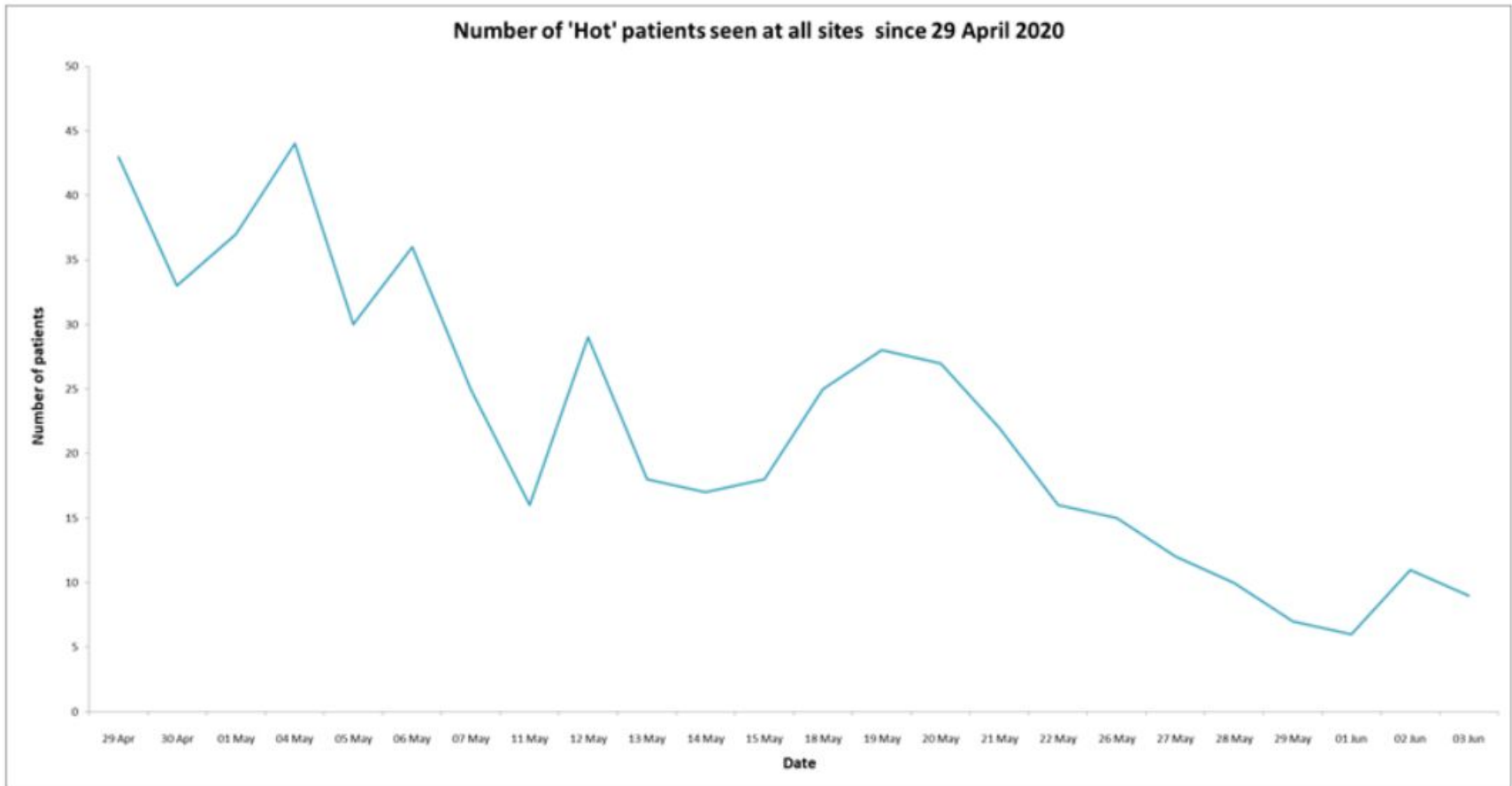


# Primary care sit rep reporting?

SITREP CATEGORY	BLYTH	CRAMLINGTON	VALENS	WANSBECK	NORTH (North)	NORTH (South)	WEST (East)	WEST (Central)	WEST (West)	COUNTY
Reports in:	2 of 2	3 of 3	3 of 3	5 of 5	5 of 5	6 of 6	4 of 4	6 of 6	4 of 4	40 of 40
TOTAL FLAG COUNTS	8 of 10 22 0% 0% 100%	8 of 10 6 of 11 0% 11% 89%	8 of 10 5 of 11 0% 0% 62%	8 of 10 2 of 4 of 10 5% 7% 100%	8 of 10 4 of 10 0% 7% 93%	8 of 10 7 of 10 0% 11% 89%	8 of 10 4 of 10 0% 0% 91%	8 of 10 1 of 1 of 10 1% 7% 91%	8 of 10 6 of 10 0% 10% 90%	8 of 10 7 of 17 of 10 1% 0% 91%
<b>STAFFING RAG</b>										
GPs	2	5	5	5	5	5	4	4	4	39
Nurse practitioners	1	2	3	1 1 3	1 2	3		2		1 2 18
Nurses and HCAs	2	5	5	5	4	5	4	1 4	3	5 35
Allied health professionals	1	2	3	2	3	3	1			10
Admin, reception & managers	2	5	5	5	4	5	4	4	4	38
Cleaners		1		2	4	2	1 2	4	2	1 21
Practice rating of staff morale	2	1 4	5	5	5	1 5	4	4	4	2 38
Practice rating of current patient demand	2	4 3	1	1 1 3	1 2	1 3	1 3	1 2	1 1	1 25 18
Number of branch sites closed	0	0	1	0	0	1	0	1	1	4
Current stock levels of PPE in practice										
Gloves	2	5	5	5	5	5	4	4	4	40
Aprons	2	5	5	1 4	5	4	4	1 5	4	2 38
Fluid-resistant surgical masks	2	5	5	5	5	4	4	1	3	1 5 38
Visors	2	4	5	5	5	4		1	3	25
<b>Hot sites</b>										
Number planned for your practice	2	1	3	6	5	4	1	4	1	27
Number in use for your practice	2	2	3	6	4	3	2	4	13	39
Number planned for other practices to use	0	2	3	6	4	2	0	2	1	20
Number in use for other practices to use	0	3	3	6	4	1	1	2	1	21
Number of hot patients seen yesterday	0	5	4	2	0	1	0	0	0	12
<b>Opel level</b>	2	5	5	1 4	5	1 5	4	4	4	2 38
<b>Ability to receive NHS 111 referrals</b>										
Proportion of 111 appointments booked	2	1 4	5	5	5	4	4	4	4	1 10
Proportion of 111 appointments booked	2	5	5	5	5	4	4	5	5	36
Practice has staff available for redeployment	0	1	0	0	0	0	1	2	0	4



# Primary care sit rep reporting?





# Enhancing community provision

- In partnership with the Local Authority commissioned step-down beds
- Working with primary care networks to establish alignment with each care home.
- Ensuring all our complex packages of care are stable during this period and protecting our vulnerable patients.
- Ensuring vulnerable patients that need medicines delivered can access a service.
- Working with the Local Authority to support patients that are 'shielding' sharing data and social prescribing resources.
- Together with the Local Authority introduced new guidance related to the postponement of continuing healthcare.
- Support to Hospice's providing extra resource and facilitating discussions with Primary care and community services.



# Mental Health and wellbeing

- Increased use of digital technology for group work and 1-1 appointments
- Emotional and wellbeing support available to all care home staff
- Additional counselling support made available
- Preparation for School Return - supporting CYP, parents/carers and professionals.
- Introduction of CYP specialist into Psychiatric Liaison team at NSECH.
- 24/7 all age crisis service
- Opening of the Mental Health Emergency Department (MHED) at NSECH to divert patients with mental health presentations.
- Extension of current IAPT contract for further 12 months



# Supporting Learning Disability Pathways

- 2 Safe Havens commissioned to provide 24 hour care to individuals in a crisis with a learning disability, autism or both
- Keeping people connected a new service to provide support for people with a learning disability, autism or both who are currently not known to existing services
- Annual Health Checks now completed virtually supported by the community learning disability teams
- In partnership with the LA supporting timely discharges from hospital and preventing inappropriate admissions to hospital



# Summary of services commissioned in response to COVID-19.

Step down beds in care homes

Safe haven LD & Autism beds

GP Bank Holiday cover

Treatment areas in Primary care for symptomatic patients

COVID Clinical Assessment Service (CCAS)

Mobile Clinics

Secondary care pharmacy delivery service

Community pharmacy delivery service

Additional counselling resources

Keeping People Connected. NHS England led service for people with Learning Disabilities and or Autism

CYP specialist into Psychiatric Liaison team at NSECH.

Enhanced care in care homes



# Recovery, restoration and winter

- Talk before walk for urgent care
- Kooth on line digital mental health support
- Risk assessments Primary care
- Continued support to Care Homes
- Outbreak plans in place
- Continued development of primary care networks
- Winter plans – flu and covid



# In summary

- Keep the transformation that matters
- Team approach still much uncertainty
- Partnership approach to reopening pathways
- Protect and empower our population to access the right care at the right time by the right person.



# Thank you

