

“CORONAVIRUS NEWS UPDATES”

5 top tips to help your primary care organisation

1

BUSINESS CONTINUITY PLAN (BCP)

Make sure you have a BCP and a separate pandemic policy that includes a checklist covering all staff, patients, premises, IT and suppliers.

Your BCP must detail how a pandemic can affect your teams and the impact on your business. Review your teams' annual leave and have discussions about postponing them.



2

TRAINING & AWARENESS

Businesses are responsible for providing up-to-date information on infection prevention and control training, to ensure that the workforce is competent to carry out activities safely.

When coughing, cough into your elbow and follow the steps of - catch it - bin it - kill it. Anti-bacterial hand gel must also contain at least 60% alcohol content to be effective.



3

EFFECTIVE COMMUNICATION

As the situation is changing so rapidly, it is important to agree on a preferred communication channel with your teams and patients.

Make sure you have a nominated person to stay alert to any updates from the NHS England and your clinical commissioning groups.



4

BE PREPARED

Simply be prepared for any changes and build a habit of washing your hands and using hand sanitizer. Avoid touching your eyes, nose or mouth.

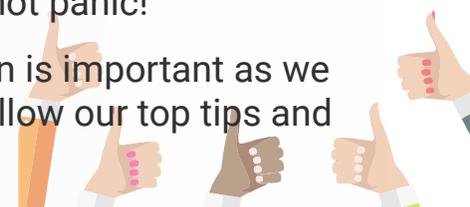
It is vital that you feel in control, reassured and know that you are prepared in different circumstances.

5

STAY CALM

The best advice is to be aware, keep up-to-date but please do not panic!

It is understandable to be worried, so psychological preparation is important as we respond to changes in these coming times. Employ caution, follow our top tips and dust off those policies and procedures.



As the largest provider of compliance policies, procedures & guidance and inspection tools, we have released a video series - “Coronavirus News Updates”, providing regular tips for social care and primary care providers. To watch the full video presented by our Head of Primary Care, please visit <https://www.qcs.co.uk/coronavirus-news-updates-gp/>.

You may also visit our website at <https://www.qcs.co.uk> and start a free trial on our Care Management System.