



QCS 1

Regus House, Highbridge Industrial Estate, Oxford Road, Uxbridge, Middlesex, UB8 1HR



Review Sheet

Last Reviewed
24 Mar '20Last Amended
24 Mar '20Next Planned Review in 12 months, or sooner
as required.

Business impact



Immediate action these changes are business critical and to be delivered as a matter of urgency.

Reason for this review

New Policy

Were changes made?

Yes

Summary:

This policy has been amended alongside latest guidance on 23 March 2020. This policy includes links to the latest NHS England and Improvement updates and how to put on and take off Personal Protective Equipment. This includes clarification that health and social care workers are identified as key workers.

Relevant legislation:

- ┆ The Health Protection (Coronavirus) Regulations 2020
- ┆ Civil Contingencies Act 2004
- ┆ Control of Substances Hazardous to Health Regulations 2002
- ┆ Equality Act 2010
- ┆ Health and Social Care Act 2008 (Registration and Regulated Activities) (Amendment) Regulations 2015
- ┆ Health and Safety at Work etc. Act 1974

Underpinning knowledge - What have we used to ensure that the policy is current:

Author: UNICEF, WHO et al, (2020), *Social Stigma associated with COVID-19*. [Online] Available from: https://www.epi-win.com/sites/epiwin/files/content/attachments/2020-02-24/COVID19%20Stigma%20Guide%2024022020_1.pdf [Accessed: 24/3/2020]

Author: Department of health and Social Care, (2020), *Number of coronavirus (COVID-19) cases and risk in the UK*. [Online] Available from: <https://www.gov.uk/guidance/wuhan-novel-coronavirus-information-for-the-public> [Accessed: 24/3/2020]

Author: Public Health England, (2020), *COVID-19: infection prevention and control*. [Online] Available from: <https://www.gov.uk/government/publications/wuhan-novel-coronavirus-infection-prevention-and-control> [Accessed: 24/3/2020]

Author: Public Health England, (2020), *COVID-19: guidance for households with possible coronavirus infection*. [Online] Available from: <https://www.gov.uk/government/publications/covid-19-stay-at-home-guidance> [Accessed: 24/3/2020]

Author: Public Health England, (2020), *COVID-19: background information*. [Online] Available from: <https://www.gov.uk/government/publications/wuhan-novel-coronavirus-background-information> [Accessed: 24/3/2020]

Author: World Health Organisation, (2020), *Coronavirus disease (COVID-19) advice for the public*. [Online] Available from: <https://www.who.int/emergencies/diseases/novel-coronavirus-2019/advice-for-public> [Accessed: 24/3/2020]

Author: Public Health England, (2020), *COVID-19: guidance for primary care*. [Online] Available from: <https://www.gov.uk/government/publications/wn-cov-guidance-for-primary-care> [Accessed: 20/3/2020]

Author: NHS England and NHS Improvement, (2020), *NHS England and NHS Improvement coronavirus*. [Online] Available from: <https://www.england.nhs.uk/coronavirus/primary-care/general-practice/> [Accessed: 24/3/2020]

- ┆ Encourage sharing the policy through the use of the QCS App
- ┆ Establish process to check and confirm staff understanding of the policy
- ┆ Include discussion in staff handovers



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Suggested action:

- | Ensure policy is on the agenda for all supervisions
- | Hold specific meetings to discuss impact
- | Display changes and impact in relevant places e.g. office, staff room, reception areas, kitchens etc.
- | Ensure relevant staff are empowered to develop specific and individualised processes to share policy changes
- | Share information quickly and widely
- | Ensure all staff know about the policy changes

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**1. Purpose**

1.1 To ensure that QCS Client Ltd remains up to date and is able to respond in the event of a member of staff, Service User or contact, contracting the virus (SARS coronavirus-2 (SARS-CoV-2)) which results in the disease COVID-19.

1.2 To meet the legal requirements of the regulated activities that QCS Client Ltd is registered to provide:

- | The Health Protection (Coronavirus) Regulations 2020
- | Civil Contingencies Act 2004
- | Control of Substances Hazardous to Health Regulations 2002
- | Equality Act 2010
- | Health and Social Care Act 2008 (Registration and Regulated Activities) (Amendment) Regulations 2015
- | Health and Safety at Work etc. Act 1974

**2. Scope**

2.1 The following roles may be affected by this policy:

- | All staff
- | Senior Management

2.2 The following Service Users may be affected by this policy:

- | Service Users

2.3 The following stakeholders may be affected by this policy:

- | Family
- | Commissioners
- | External health professionals
- | Local Authority
- | NHS

**3. Objectives**

3.1 To ensure that safe, effective procedures are in place with staff and Service Users having information in an accessible format.

3.2 As the spread of the virus is resulting in response requirements changing daily, QCS Client Ltd will ensure that it stays up to date with reliable sources of information and has the flexibility to respond when required.

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**4. Policy**

4.1 QCS Client Ltd recognises that the outbreak of a new strain of coronavirus SARS coronavirus-2 (SARS-CoV-2) which results in the disease COVID-19 is a fast-moving situation. With the World Health Organisation (WHO) declaring this a pandemic on 11 March 2020 QCS Client Ltd understands that they must be preparing themselves. As healthcare providers, ensuring robust infection control and business continuity plans form part of preparing business at QCS Client Ltd for any events.

4.2 QCS Client Ltd will ensure that staff are aware and understand the importance of pandemic preparedness and will carry out preparations by following the checklist in the Pandemic Policy and Procedure at QCS Client Ltd. QCS Client Ltd understands that business continuity planning involves all aspects of the business and to be effective QCS Client Ltd must work with their partners, suppliers and commissioners to ensure that a safe and effective service can be maintained.

4.3 QCS Client Ltd understands that they have a responsibility for ensuring that staff follow good infection control and prevention techniques. QCS Client Ltd will ensure that staff have access to reliable information to reduce anxiety and dispel any myths and inaccurate information that may cause worry or distress to staff or Service Users.

4.4 New guidance issued on 23 March is:

Stay at home

- | Only go outside for food, health reasons or essential work
- | Stay 2 metres (6ft) away from other people
- | Wash your hands as soon as you get home

4.5 Health and social care workers are recognised as key workers.



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5. Procedure

5.1 Pandemic Policy

QCS Client Ltd recognises that the WHO has declared COVID-19 as a public health emergency of international concern, known as a PHEIC. On 11 March 2020 this has been declared a pandemic by the Director General of the World Health Organisation (WHO). QCS Client Ltd however, will review the Pandemic Policy and Procedure and complete the checklist to ensure that the business is prepared and that robust business continuity plans are in place.

QCS Client Ltd will ensure that staff have access to the Coronavirus Fact Sheet within the Forms section of this document.

5.2 Reducing the Risk of Contracting or Spreading the Virus

QCS Client Ltd will ensure that staff follow the WHO advice to reduce the risk of contracting the virus and reducing the risk of spreading it. The following procedures must therefore be followed;

- | **Wash your hands regularly and properly** by using alcohol-based hand rub or soap and water
- | **Maintain at least 2 metres (6 feet) distance** between yourself and anyone who is coughing or sneezing (social distancing). When someone coughs or sneezes they spray small liquid droplets from their nose or mouth which may contain the virus. If you are too close, you can breathe in the droplets, including the COVID-19 virus if the person coughing has the disease
- | **Avoid touching eyes, nose and mouth.** Hands touch many surfaces and can pick up viruses. Once contaminated, hands can transfer the virus to your eyes, nose or mouth. From there, the virus can enter your body and can make you sick
- | **Practice respiratory hygiene.** Make sure you, and the people around you, follow good respiratory hygiene. This means covering your mouth and nose with your bent elbow or tissue when you cough or sneeze. Then dispose of the used tissue immediately. Droplets spread virus. By following good respiratory hygiene you protect the people around you from viruses such as cold, flu and COVID-19
- | **If you have a fever (37.8 degrees, a new/persistent cough) you must self isolate for 7 days. The NHS advice must be followed below;**
 - | If you have symptoms of coronavirus infection (COVID-19), however mild, stay at home and do not leave your house for 7 days from when your symptoms started
 - | If you live with someone who has symptoms, you will need to stay at home for 14 days from the day their symptoms started. This is because it can take 14 days for symptoms to appear
 - | If more than 1 person at home has symptoms, stay at home for 14 days from the day the first person started having symptoms
 - | If you get symptoms, stay at home for 7 days from when your symptoms start, even if it means you're at home for longer than 14 days
 - | If you do not get symptoms, you can stop staying at home after 14 days
- | **Stay informed and follow advice given by 111 or Public Health England.** National and local authorities will have the most up-to-date information on whether COVID-19 is spreading in your area. They are best placed to advise on what people in your area should be doing to protect themselves

5.3 Handwashing

Staff should wash their hands:

- | Before leaving home
- | On arrival at work
- | After using the toilet
- | After breaks and sporting activities
- | Before food preparation
- | Before eating any food, including snacks
- | Before leaving work
- | On arrival at home

5.4 Confidentiality

QCS Client Ltd will follow confidentiality and GDPR policies and procedures to ensure that the details of



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staff and Service Users with suspected or confirmed COVID-19 is kept confidential. Employees should also respect each other's confidentiality and take care not to inadvertently share information when using social media.

Where staff are suspected or confirmed to have contracted COVID-19, their personal details should be treated as confidential, as they would be for any other QCS Client Ltd Service User.

5.5 Safe Staffing

In the event of an outbreak of COVID-19, where staff are moved from other areas to support work on COVID-19, assessments should be made on the ability to continue to deliver safe and effective care in the services affected. Steps should be taken to mitigate any risks resulting from staff moving to other areas.

5.6 Reducing the Risk of Stigmatisation

Stigma occurs when people negatively associate an infectious disease, such as COVID-19, with a specific population. In the case of COVID-19, there are an increasing number of reports of public stigmatisation against people from areas affected by the epidemic, this means that people are being labelled, stereotyped, separated, and/or experience loss of status and discrimination because of a potential negative affiliation with the disease. QCS Client Ltd will ensure that staff understand the importance of preventing and addressing [social stigma](#) by making sure facts are available to staff and Service Users.

5.7 Definition of Contact

Contact with a case is defined as any of the following:

- | Living in the same household
- | Direct contact with the case or their body fluids, or in the same room of a healthcare setting when an aerosol generating procedure is undertaken on the case without appropriate PPE
- | Direct or face to face contact with a case, for any length of time
- | Being within 2 metres of the case for any other exposure not listed above, for longer than 15 minutes
- | Being otherwise advised by a public health agency that contact with a confirmed case has occurred
- | Contacts are not considered cases and if they are well they are very unlikely to spread the infection to others

5.8 Actions if a Service User Meets the Criteria and Displays Symptoms

If a Service User arrives at QCS Client Ltd complaining of symptoms and meets the criteria above from either travelling or contact with others, staff must make sure;

- | The Service User is isolated safely and staff should withdraw from the room
- | They immediately wash their hands and avoid touching the face, nose, mouth or eyes
- | They contact 999 if an emergency (if they are seriously ill or injured or their life is at risk) and explain which country they have returned from in the last 14 days and outline their current symptoms
- | Whilst they wait for an ambulance to arrive, staff should remain at least 2 metres from other people. They should avoid touching people, surfaces and objects and be advised to cover their mouth and nose with a disposable tissue when they cough or sneeze and put the tissue in a bag then throw the tissue in the bin. If they do not have any tissues available, they should cough and sneeze into the crook of their elbow
- | If they need to go to the bathroom whilst waiting for medical assistance, they should use a separate bathroom if available. This will apply only to the period of time while waiting for transport to hospital

5.9 Action if a Member of Staff Reports Symptoms

- | QCS Client Ltd will ensure that the member of staff self isolates for 7 days
- | Advice must be sought on what action will need to take place for any Service Users that they may have had contact with
- | If a member of staff reports that there are concerns about their children, close family, friends who they have had close contact with they must again self isolate based on current guidelines
- | QCS Client Ltd must ensure that confidentiality is maintained and that records are held in line with Data Protection Act requirements
- | In the event of a confirmed case, closure of the office or workplace is not recommended. QCS Client Ltd will be contacted by the Public Health England (PHE) local [Health Protection Team](#) to discuss the case, identify people who have been in contact with them and advise on actions that should be taken

5.10 Cleaning the Office and Workplace Where There are Confirmed Cases of COVID-19



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Coronavirus symptoms are similar to a flu-like illness and include cough, fever, or shortness of breath. Once symptomatic, all surfaces that the person has come into contact with must be cleaned including:

- | All surfaces and objects which are visibly contaminated with body fluids
- | All potentially contaminated high-contact areas such as toilets, door handles, telephones
- | Clothing and linen used by the person should be set aside pending assessment of the person by a healthcare professional

Public areas where a symptomatic individual has passed through and spent minimal time in (such as corridors) but which are not visibly contaminated with body fluids do not need to be specially cleaned and disinfected.

5.11 Rubbish Disposal Including Tissues

All waste that has been in contact with the individual with symptoms, including used tissues must be put in a plastic rubbish bag and tied. These bags should be placed into another bag, tied securely and kept separate from other waste within the room. This must be put aside for at least 72 hours before being disposed of as normal.

5.12 Raising Concerns

QCS Client Ltd has effective procedures in place to allow staff to raise any concerns in relation to equipment, policies and processes for managing COVID-19 at the earliest opportunity. All staff must be aware of the Whistleblowing Policy and Procedure at QCS Client Ltd and be able to raise concerns without any fear and receive timely feedback on their concerns.

5.13 Working from Home

Where staff at QCS Client Ltd are able to work from home, and QCS Client Ltd has agreed to the arrangement, QCS Client Ltd has the following expectations;

- | Staff can work independently and on their own initiative
- | Staff are able to motivate themselves
- | Complete agreed work within set deadlines
- | Staff can manage their workload effectively
- | Staff can cope well under any new pressure posed by working at home
- | Staff will adopt healthy work from home practices which includes compliance with Health and Safety
- | Staff will maintain contact with QCS Client Ltd and colleagues with whom they would usually interact with
- | Confidentiality will be maintained in line with the Data Protection Act
- | Any concerns will be raised immediately with Prof Charlie Brown
- | Meeting with Service Users or external organisations will not take place with the employees at home unless teleconferencing facilities are used

QCS Client Ltd understands during the coronavirus outbreak, that where the employee's role makes home working feasible, it will consider this type of working on a case by case basis. QCS Client Ltd can reverse the decision to allow home working if there are concerns about an individual or productivity and the smooth running of the business is adversely affected. The decision to temporarily allow home working is not a contractual change.

QCS Client Ltd will investigate mechanisms to communicate effectively with staff who work from home. The free software made available by Microsoft, [Teams](#), to support video conferencing and calls over wi-fi is an option that can be considered.

5.14 For those who are at increased risk of severe illness from coronavirus (COVID-19) are being instructed to stay at home.

This group includes those who are:

- | Aged 70 or older (regardless of medical conditions)
- | Under 70 with an underlying health condition listed below (i.e. anyone instructed to get a flu jab as an adult each year on medical grounds):
 - | Chronic (long-term) respiratory diseases, such as [asthma](#), [chronic obstructive pulmonary disease \(COPD\)](#), emphysema or [bronchitis](#)
 - | Chronic heart disease, such as [heart failure](#)
 - | [Chronic kidney disease](#)



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- | Chronic liver disease, such as [hepatitis](#)
- | Chronic neurological conditions, such as [Parkinson's disease](#), [motor neurone disease](#), [multiple sclerosis \(MS\)](#), a learning disability or cerebral palsy
- | [Diabetes](#)
- | Problems with your spleen – for example, [sickle cell](#) disease or if you have had your spleen removed
- | A weakened immune system as the result of conditions such as [HIV and AIDS](#), or medicines such as [steroid tablets](#) or [chemotherapy](#)
- | Being seriously overweight (a BMI of 40 or above)
- | Those who are pregnant

Note: there are some clinical conditions which put people at even higher risk of severe illness from COVID-19. If you are in this category, next week the NHS in England will directly contact you with advice on the more stringent measures you should take in order to keep yourself and others safe. For now, you should rigorously follow the social distancing advice in full, outlined below.

People falling into this group are those who may be at particular risk due to complex health problems such as:

- | People who have received an organ transplant and remain on ongoing immunosuppression medication
- | People with cancer who are undergoing active chemotherapy or radiotherapy
- | People with cancers of the blood or bone marrow such as leukaemia who are at any stage of treatment
- | People with severe chest conditions such as cystic fibrosis or severe asthma (requiring hospital admissions or courses of steroid tablets)
- | People with severe diseases of body systems, such as severe kidney disease (dialysis)

5.15 Guidance for Households with Possible COVID-19 Infection

New guidance to stay at home for 14 days if someone in your household has symptoms of COVID-19 is the focus of the next stage of a public awareness campaign launched by Health and Social Care Secretary Matt Hancock today.

The new guidance will set out that individuals will still be asked to self-isolate for 7 days from the onset of COVID-19 symptoms but any individuals in the household will now be asked to self-isolate for 14 days from that moment as well.

If other members of your household develop symptoms, however mild, at any time during the 14 days, they must not leave the home for 7 days from when symptoms started.

The new phase of the campaign will build on the existing TV, radio, online, digital and billboard adverts currently visible all over the country. These reinforce the importance of washing your hands more often and for 20 seconds, and ask people to self-isolate for 7 days if they develop a high temperature or a new continuous cough, however mild.

Government has taken the further measure of asking whole households to isolate because it is likely that people living with others will infect each other or be infected already. Staying at home for 14 days will greatly reduce the overall amount of infection the household could pass on to others in the community.

The Prime Minister also today set out a number of social distancing measures to reduce the risk of infection from the spread of coronavirus. For those who remain well, are under 70 or do not have an underlying health condition, they are advised to limit their social contact where possible, including using less public transport, working at home and considering not going to pubs, restaurants, theatres and bars. For those who are over 70, have an underlying health condition or are pregnant, they are strongly advised against these activities and to significantly limit face-to-face interaction with friends and family if possible. The government's public awareness campaign offers clear, practical advice so people can play their part in preventing and slowing the spread of the virus.

5.16 QCS Client Ltd will update the practice website and direct Service Users to the most recent guidance.

5.17 COVID-19 - GP guide personal protective equipment

Droplet and faecal spread seem to be the primary forms of transmission of Coronaviruses. Either direct contact with droplets coughed at you or onto surfaces that are then transferred to you are the principle concerns in General Practice.

Basic Protection:

- | Disposable aprons
- | Disposable gloves

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- | Fluid resistant face mask
- | Eye protection should be worn when there is a risk of contamination to the eyes from splashing of secretions (including respiratory secretions), blood body fluids or excretions. An individual risk assessment should be carried out prior to/at the time of providing care

Eye/face protection can be achieved by the use of any one of the following:

- | Surgical mask with integrated visor
- | Full face shield/visor
- | Polycarbonate safety spectacles or equivalent

Face masks for general patient assessment only need to be fluid resistant surgical mask types. Higher levels of protection FFP-3 masks are used for aerosol generating procedures and need to be fit tested ideally. It is not anticipated that these will be needed in most General Practice situations.

Once worn, masks should not be touched and should be changed if they become damp or damaged.

See how to Don (put on) and (take off) Doff PPE in the Further Reading section.



6. Definitions

6.1 Pandemic

- | A pandemic is the worldwide spread of a new disease

6.2 World Health Organisation

- | The World Health Organisation (WHO) is a specialised agency of the United Nations that is concerned with world public health

6.3 COVID-19

- | Novel coronavirus is a new strain of coronavirus first identified in Wuhan City, China. The virus was named severe acute respiratory coronavirus 2 (SARS-CoV-2). The disease it causes is called COVID-19

6.4 Outbreak

- | A disease outbreak is the occurrence of disease cases in excess of normal expectancy. The number of cases varies according to the disease-causing agent, and the size and type of previous and existing exposure to the agent

6.5 Social Stigma

- | Social stigma in the context of health is the negative association between a person or group of people who share certain characteristics and a specific disease. In an outbreak, this may mean people are labelled, stereotyped, discriminated against, treated separately, and/or experience loss of status because of a perceived link with a disease. Such treatment can negatively affect those with the disease, as well as their caregivers, family, friends and communities. People who do not have the disease but share other characteristics with this group may also suffer from stigma. The current COVID-19 outbreak has provoked social stigma and discriminatory behaviours against people of certain ethnic backgrounds as well as anyone perceived to have been in contact with the virus

6.6 The Health Protection (Coronavirus) Regulations 2020

- | The Health Protection (Coronavirus) Regulations 2020 was put in place with immediate effect on 25th February 2020 to impose restrictions on any individual considered by health professionals to be at risk of spreading the virus
- | The regulations apply to any individuals seeking to leave supported isolation before the current quarantine period of 7 days is complete. It will also apply to future cases during the current coronavirus incident where an individual who may be infected or contaminated could present a risk to public health

6.7 Social Distancing

- | Social distancing measures are steps you can take to reduce the social interaction between people. This will help reduce the transmission of coronavirus (COVID-19)



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Key Facts - Professionals

Professionals providing this service should be aware of the following:

- QCS Client Ltd must make sure they have the facts about the new coronavirus or the disease COVID-19 from a reliable source. Public Health England and the Department of Health and Social Care are 2 examples. Staff should read the fact sheet in the Forms section for more information
- QCS Client Ltd must have an up to date business continuity plan in place. The Pandemic Policy and Procedure has a checklist to help plan for an outbreak of a disease like COVID-19
- It is important that Service Users are made aware of how they can help limit the spread of COVID-19 and that they understand the signs and symptoms of the disease
- QCS Client Ltd will need to work closely with the Clinical Commissioning Group (CCG), other health providers, suppliers and other agencies to ensure that there is continuity and consistency of care
- The current understanding is that the virus does not survive on surfaces for longer than 72 hours. Regular cleaning of frequently touched hard surfaces and hands will therefore help to reduce the risk of infection
- Washing your hands often, with soap and water, or use alcohol sanitiser that contains at least 60% alcohol if handwashing facilities are not available - this is particularly important after taking public transport



Key Facts - People affected by the service

People affected by this service should be aware of the following:

- A coronavirus is a type of virus. Coronaviruses are common across the world. Typical symptoms of coronavirus include fever and a cough that may progress to severe pneumonia causing shortness of breath and breathing difficulties. This new virus is called SARS coronavirus-2. The disease it causes is called COVID-19
- There is no vaccine at the moment for this virus. Washing your hands regularly with soap and water will help prevent the spread of the disease. Try not to touch your eyes, nose and mouth with unwashed hands
- Its ok to feel worried or anxious. QCS Client Ltd has plans in place to make sure you will get the care that you need
- Washing your hands often, with soap and water, or use alcohol sanitiser that contains at least 60% alcohol if handwashing facilities are not available - this is particularly important after taking public transport



Further Reading

As well as the information in the 'underpinning knowledge' section of the review sheet we recommend that you add to your understanding in this policy area by considering the following materials:

Coding advice for all staff:

https://elearning.rcgp.org.uk/pluginfile.php/148957/mod_resource/content/1/Coding%20advice%20COVID-19%20-%20Clinicians%20%281%29.pdf

NHSE - NEXT STEPS ON GENERAL PRACTICE RESPONSE TO COVID 19, 19 March 2020:

<https://www.england.nhs.uk/coronavirus/wp-content/uploads/sites/52/2020/03/preparedness-letter-primary-care-19-march-2020.pdf>

Putting on (donning) PPE for suspected COVID-19 case:

<https://www.rcgp.org.uk/-/media/Files/Policy/A-Z-policy/2020/covid19/isolation%20room%20templates/Donning-and-Doffing-Poster>

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**Outstanding Practice**

To be 'outstanding' in this policy area you could provide evidence that:

- | The wide understanding of the policy is enabled by proactive use of the QCS App
- | QCS Client Ltd has robust infection control policies and procedures in place and staff understand the importance of good hand hygiene, how to use personal protective equipment appropriately and they share their knowledge with Service Users appropriately
- | Staff have accurate and up-to-date information and QCS Client Ltd is able to respond quickly and safely to a fast-changing situation
- | QCS Client Ltd has shared its pandemic and business continuity plan and everyone knows what their roles and responsibilities are
- | QCS Client Ltd has additional information on their text message confirmations directing Service Users to check the latest situation before attending the practice

**Forms**

The following forms are included as part of this policy:

| Title of form | When would the form be used? | Created by |
|--|--|------------|
| COVID-19 FACT SHEET V1.0 - Service Users and Staff - GHS15 | To provide information for staff and Service Users | QCS |
| FACT SHEET 4.0 - GHS15 | To provide information to managers during the pandemic | QCS |
| COVID-19 Easy Read - GHS15 | To provide information in an accessible format | QCS |
| Stay at Home guidance - GSH15 | To advise around isolation | QCS |
| RCGP Patient services prioritisation - GHS15 | To prioritise Service User services during COVID-19 | QCS |
| Key Worker Letter - GHS15 | To ensure that Key Workers are able to travel to work freely and can access schooling if required for their children | QCS |

Coronavirus Fact Sheet

Coronavirus ~ COVID-19

What is it?

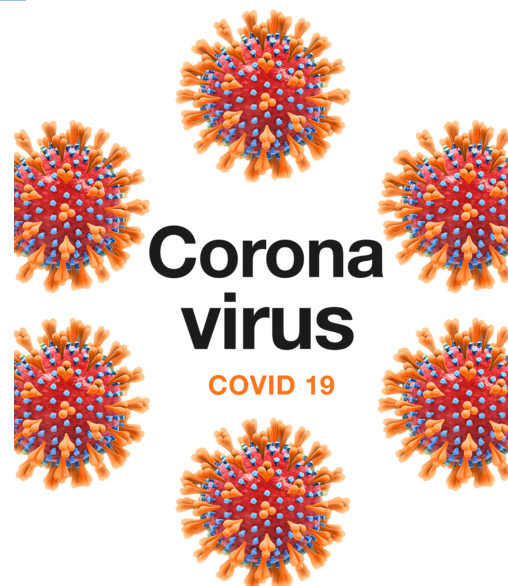
Coronaviruses can make humans and animals sick. Some coronaviruses can cause illness like the common cold and others can cause more serious diseases, including Severe Acute Respiratory Syndrome (SARS) and Middle East Respiratory Syndrome (MERS). This new coronavirus started in Hubei Province, China. The virus was renamed (11th Feb 2020) SARS-CoV-2 and the disease the virus causes is now called COVID-19.

While coronavirus is of concern, it is important to remember that most people displaying symptoms such as fever, cough, sore throat or tiredness are likely suffering with a cold or other respiratory illness, not coronavirus.

How is it spread?

The coronavirus is most likely to spread from person-to-person through:

- ◆ Direct close contact with a person while they are infectious;
- ◆ Close contact with a person with a confirmed infection who coughs or sneezes, or;
- ◆ Touching objects or surfaces (such as door handles or tables) contaminated from a cough or sneeze from a person with a confirmed infection, and then touching your mouth or face.



COVID-19 Key Facts

- The disease can spread from person to person through small droplets from the nose or mouth which are spread when a person with COVID-19 coughs or exhales. These droplets land on objects and surfaces around the person
- You must not go to A&E if you are unwell and think you may have COVID-19
- Good hand hygiene is one of the best ways of preventing the spread of the virus
- Cough etiquette helps too
- It is not certain how long the virus that causes COVID-19 survives on surfaces, but it seems to behave like other coronaviruses. But it may last on some surfaces for a few hours or up to several days

How can we help stop it spreading?

Practising good hand and sneeze/cough hygiene is the best defence against most viruses. You must:

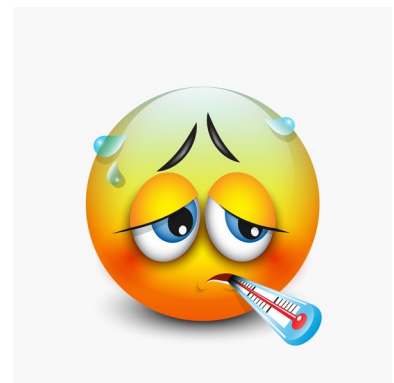
- ◆ Wash your hands frequently with soap and water, before and after eating and after going to the toilet
- ◆ Cover your cough and sneeze, dispose of tissues and use alcohol-based hand-sanitiser
- ◆ If unwell, avoid contact with others (touching, kissing, hugging etc)



What do I need to do if I have symptoms?

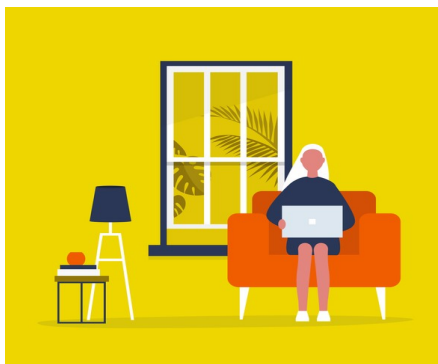
The advice for anyone in any setting is to follow these main guidelines.

- ◆ The most common symptoms of coronavirus (COVID-19) are recent onset of a new continuous cough and/or high temperature.
- ◆ If you have these symptoms, however mild, stay at home and do not leave your house for 7 days from when your symptoms started. If someone in your house has symptoms you must follow the NHS advice called 'Stay at Home advice'
- ◆ You do not need to call NHS 111 to go into self-isolation. If your symptoms worsen during home isolation or are no better after 7 days, contact NHS 111 online.
- ◆ If you have no internet access, you should call NHS 111. For a medical emergency dial 999.
- ◆ Wash your hands more often than usual, for 20 seconds using soap and hot water, particularly after coughing, sneezing and blowing your nose, or after being in public areas where other people are doing so.
- ◆ Use hand sanitiser if that's all you have access to.



Following the Stay at Home Rules

- ◆ When we reduce our day-to-day contact with other people, we will reduce the spread of the infection. That is why the government has introduced three new measures.
- ◆ People to stay at home, except for very limited purposes
- ◆ Closing non-essential shops and playgrounds. Food shops will be open
- ◆ Stopping all gatherings of more than two people in public
- ◆ This will last for 3 weeks . The Government will tell us if we all need to stay at home for longer.
- ◆ If you don't follow these rules , the Police can fine you
- ◆ Some people can go to work like nurses, doctors , care workers .



When can you leave your house?

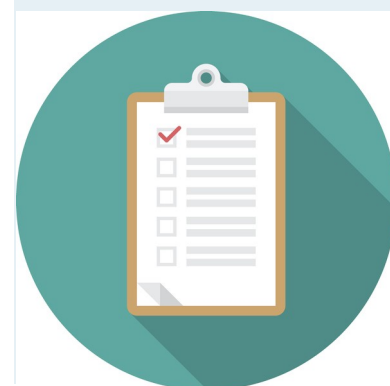
You should only leave the house for one of four reasons.

- ◆ Shopping for basic necessities, for example food and medicine, which must be as infrequent as possible.
- ◆ One form of exercise a day, for example a run, walk, or cycle - alone or with members of your household.
- ◆ Any medical need, or to provide care or to help a vulnerable person.
- ◆ Travelling to and from work, but only where this absolutely cannot be done from home
- ◆ If you do have to go out , you should there should be no more than 2 of you unless they are your family living in your house
- ◆ You need to stand 2 metres (6 ft) away from people outside

Make a plan for your family

The best thing you can do now is plan for how you can adapt your daily routine, and that of others in your household, so that you can stay at home. Some of the ways in which you could prepare include:

- ◆ talk to your neighbours and family and exchange phone numbers of household contacts
- ◆ consider and plan for those in your home who are considered vulnerable
- ◆ create a contact list with phone numbers of neighbours, schools, employer, chemist, NHS 111
- ◆ set up online shopping accounts if possible



Staying safe at home

- ◆ If you are classed as extremely vulnerable, you are strongly advised to stay at home at all times and avoid any face-to-face contact for a period of at least 12 weeks from the day you receive your letter. Please note that this period of time could change.
- ◆ It's ok for your care worker to visit. If they are unwell or have symptoms of COVID-19 (High temperature and continuous/new cough) they must stay away.
- ◆ All people coming to your home should wash their hands with soap and water for at least 20 seconds on arrival to your house and often while they are there.
- ◆ If you think you have developed symptoms of COVID-19 such as a new, continuous cough or fever, seek clinical advice using the NHS 111 online coronavirus service or call NHS 111. Do this as soon as you get symptoms.



What is Shielding?

Shielding is a measure to protect people who are clinically extremely vulnerable by minimising all interaction between those who are extremely vulnerable and others.

We are strongly advising people with serious underlying health conditions (listed below), which put them at very high risk of severe illness from coronavirus (COVID-19), to rigorously follow shielding measures in order to keep themselves safe.

People falling into this extremely vulnerable group include:

- ◆ Solid organ transplant recipients.
- ◆ People with specific cancers:
 - ◆ people with cancer who are undergoing active chemotherapy or radical radiotherapy for lung cancer
 - ◆ people with cancers of the blood or bone marrow such as leukaemia, lymphoma or myeloma who are at any stage of treatment
 - ◆ people having immunotherapy or other continuing antibody treatments for cancer
 - ◆ people having other targeted cancer treatments which can affect the immune system, such as protein kinase inhibitors or PARP inhibitors
 - ◆ people who have had bone marrow or stem cell transplants in the last 6 months, or who are still taking immunosuppression drugs
- ◆ People with severe respiratory conditions including all cystic fibrosis, severe asthma and severe COPD.
- ◆ People with rare diseases and inborn errors of metabolism that significantly increase the risk of infections (such as SCID, homozygous sickle cell).
- ◆ People on immunosuppression therapies sufficient to significantly increase risk of infection.
- ◆ Women who are pregnant with significant heart disease, congenital or acquired.

Looking after your health and Wellbeing

- ◆ It's important to look after your mental health and wellbeing. It's ok to feel worried and anxious as we haven't experienced anything like this before and things are changing so quickly. Self-isolating and Social Distancing may make you feel lonely and more anxious. Here are some tips to help you self care
- ◆ Keep in touch with friends and family by using phones, video conversations (Microsoft have made their video software free to use) .
- ◆ Make sure you eat healthily, if you think you are going to need food or medicines , speak to friends , neighbours etc
- ◆ Make sure you sleep and rest . Sleeping helps support your body's ability to fight off infection
- ◆ Limit the amount of news you watch, read or listen to. It can feel overwhelming . If it worries you, switch it off and only check once or twice a day

Handwashing Techniques to Stay Healthy

Follow these five steps every time.

1. Wet your hands with clean, running water (warm or cold), turn off the tap, and apply soap.
2. Lather your hands by rubbing them together with the soap. Lather the backs of your hands, between your fingers, and under your nails.
3. Scrub your hands for at least 20 seconds. How long? Hum the "Happy Birthday" song from beginning to end twice.
4. Rinse your hands well under clean, running water.
5. Dry your hands using a clean towel or air dry them.



There is currently no vaccine to prevent Novel Coronavirus. The best way to prevent infection is to avoid being exposed to the virus.

Quality Compliance Systems

Quality Compliance Systems (QCS) is the leading compliance management system for the Care sector. Our service provides over 70,000 Care, Dental and Medical professionals with access to the most comprehensive set of customised policies, procedures and compliance toolkits, enabling our users to stay compliant with current CQC policies. Over 2,700 dedicated pages are reviewed and updated regularly in line with legislative and regulatory requirements, and Best Practice guidelines, by our team of experts.



Useful Contacts

- ◆ Mind infoline on 0300 123 3393
- ◆ Call Rethink on 0300 5000 927
- ◆ For support in a crisis, Text Shout to 85258.
- ◆ The Samaritans -Call 116 123 - it's FREE
- ◆ NHS 111

Staying Connected with Family and Friends

- ◆ Microsoft Teams: [https:// www.microsoft.com/en-gb](https://www.microsoft.com/en-gb)
- ◆ Whatsapp
- ◆ Facetime
- ◆ Skype

Quality Compliance Systems
Have a question?



0333 405 33 33



INFO@QCS.CO.UK



WWW.QCS.CO.UK

COVID-19

What is it and why is it a problem?

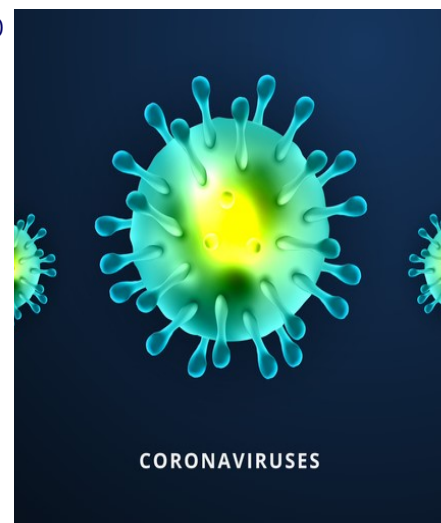
COVID-19 is a new illness that can affect your lungs and airways. It is caused by a virus called coronavirus. This new coronavirus started in Hubei Province, China in December 2019. The coronavirus causes a disease which is called COVID-19.

Although most people will only have mild symptoms, for some it will cause serious problems that will require treatment in hospital for people and may result in death.

This is a fast changing situation with lots of different guidance being published and updated. The Government instructed everyone to stay at home to stop coronavirus spreading

This includes people of all ages – even if you do not have any symptoms or other health conditions. You can only leave your home:

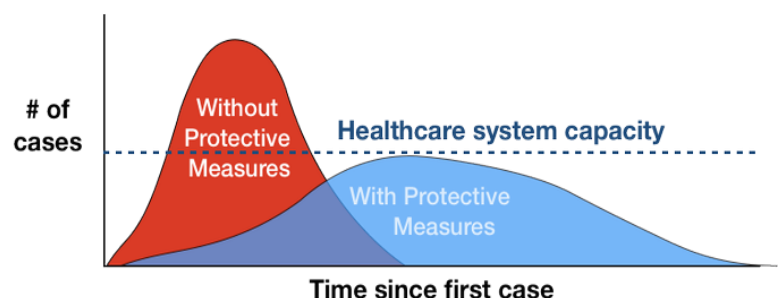
- ◆ to shop for basic essentials – only when you really need to
- ◆ to do one form of exercise a day – such as a run, walk or cycle, alone or with other people you live with
- ◆ for any medical need – for example, to visit a pharmacy or deliver essential supplies to a vulnerable person
- ◆ to travel to and from work – but only where this is absolutely necessary



What is Flattening the Curve?

Flattening the curve refers to the use of protective practices to slow the rate of COVID-19 infection so hospitals have room, supplies including ventilators, doctors and nurses for all of the patients who need care.

Social distancing will help with flattening the curve. It will space out the number of people getting very ill who require hospital treatment.



Adapted from CDC / The Economist

Extremely Vulnerable -COVID19 -Shielding

- ◆ If you have an underlying health condition listed above, you are at very high risk of severe illness as a result of coronavirus (COVID-19) requiring admission to hospital.
- ◆ Shielding is a practice used to protect extremely vulnerable people from coming into contact with coronavirus.
- ◆ You are strongly advised to stay at home at all times and avoid any face-to-face contact for a period of at least 12 weeks from the day you receive your letter. Please note that this period of time could change.

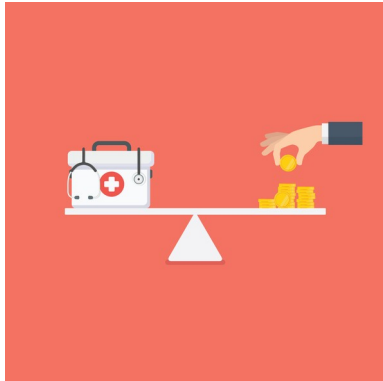


Who is in this group?

- ◆ Solid organ transplant recipients.
- ◆ People with specific cancers:
 - ◆ people with cancer who are undergoing active chemotherapy or radical radiotherapy for lung cancer
 - ◆ people with cancers of the blood or bone marrow such as leukaemia, lymphoma or myeloma who are at any stage of treatment
 - ◆ people having immunotherapy or other continuing antibody treatments for cancer
 - ◆ people having other targeted cancer treatments which can affect the immune system, such as protein kinase inhibitors or PARP inhibitors
- ◆ people who have had bone marrow or stem cell transplants in the last 6 months, or who are still taking immunosuppression drugs
- ◆ People with severe respiratory conditions including all cystic fibrosis, severe asthma and severe COPD.
- ◆ People with rare diseases and inborn errors of metabolism that significantly increase the risk of infections (such as SCID, homozygous sickle cell).
- ◆ People on immunosuppression therapies sufficient to significantly increase risk of infection.
- ◆ Women who are pregnant with significant heart disease, congenital or acquired.

Update on Statutory Sick Pay

To be eligible for sick pay an employee must be "incapable to work". From 13th March 2020, legislation has been amended to include self-isolation within the definition of "incapable to work".



- ◆ Those who follow advice to stay at home and who cannot work as a result will be eligible for statutory sick pay (SSP), even if they are not themselves sick.
- ◆ Employers should use their discretion and respect the medical need to self-isolate in making decisions about sick pay.
- ◆ Anyone not eligible to receive sick pay, including those earning less than an average of £118 per week and some of those self-employed people, are able to claim Universal Credit and or contributory Employment and Support Allowance.
- ◆ For those on a low income and already claiming Universal Credit, it is designed to automatically adjust depending on people's earnings or other income. However, if someone needs money urgently they can apply for an advance.
- ◆ The Government is passing a law so that SSP can be paid from day 1, rather than day 4, of absence from work if someone is absent from work due to sickness or need to stay at home due to COVID-19. Once the legislation has been passed, this will apply retrospectively from 13 March. You should talk to your employer if you are eligible for SSP and need to claim. .

Certifying absence from work

By law, medical evidence is not required for the first 7 days of sickness. After 7 days, employers may use their discretion around the need for medical evidence if an employee is staying at home.

The Government strongly suggest that employers use their discretion around the need for medical evidence for a period of absence where an employee is advised to stay at home either as they are unwell themselves, or live with someone who is, in accordance with the public health advice issued by the government.

If evidence is required to cover self-isolation or household isolation beyond the first 7 days of absence then employees can get an isolation note from [NHS 111 online](#) or from the [NHS website](#).

GDPR!

Information about employees health will constitute 'sensitive personal data' and therefore such information will have to be processed in accordance with GDPR. However employers can process medical data relating to a data subject where it is necessary for the employer to comply with its legal obligations in relation to health and safety.

Contact Us

Have a question?



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Who are We?

Quality Compliance Systems (QCS) is the leading compliance management system for the Care sector. Our service provides over 79,000 Care, Dental and Medical professionals with access to the most comprehensive set of customised policies, procedures and compliance toolkits, enabling our users to stay compliant with current CQC policies. Over 2,700 dedicated pages are reviewed and updated regularly in line with legislative and regulatory requirements, as well as Best Practice guidelines, by our team of experts. Instant updates are delivered digitally, 24/7, directly to our customers via the online management system and QCS App.

Did You Know ?



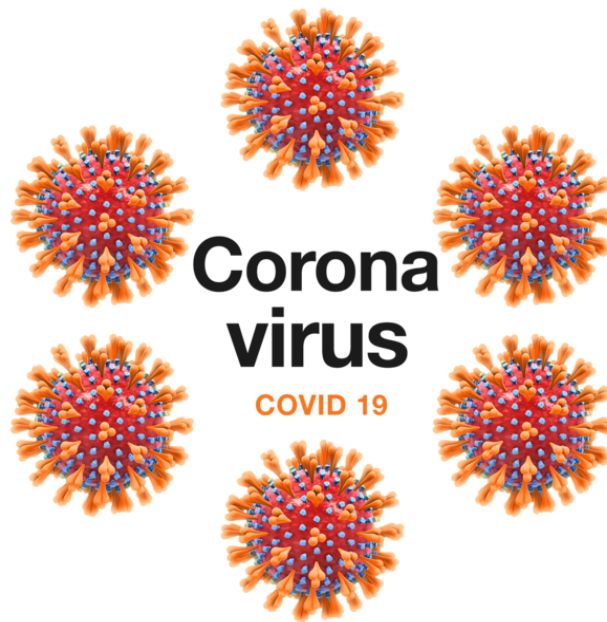
- ◆ The Government has postponed the controversial reforms to the IR35 tax rules until April 2021 as it attempts to alleviate pressure on businesses and individuals amid the COVID-19 fallout.
- ◆ Data Security and Protection Toolkit submission date has been suspended until 30 September 2020
- CQC has written to all registered providers to say they are;
 - ◆ stopping routine inspections from today
 - ◆ shifting towards other, remote methods to give assurance of safety and quality of care
 - ◆ Making some inspection activity in a small number of cases, for example where there are allegations of abuse
 - ◆ giving extra support to registered managers in adult social care
- ◆ Microsoft have made their video conferencing platform, Teams, free in response to the COVID-19 emergency.



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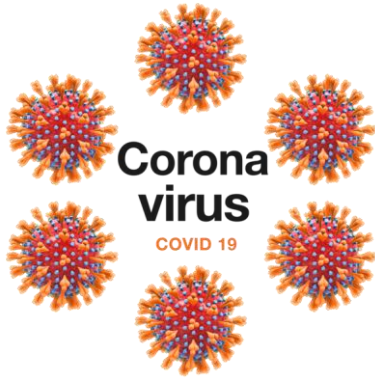


Coronavirus Fact Sheet



**This factsheet will tell you about
Coronavirus.**

What is Coronavirus?



There is a new virus spreading. Its name is Coronavirus. It causes an illness called COVID-19. It started in China and is spreading across the world.



The illness makes people cough and have problems breathing. Some people have died but most people recover ok.



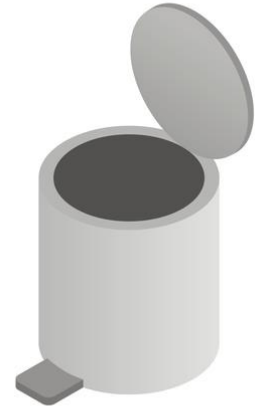
You can help to stop the virus spreading and do things that will keep you well.



Cover your mouth and nose with a tissue or your sleeve (not your hands) when you cough or sneeze.

How to keep well

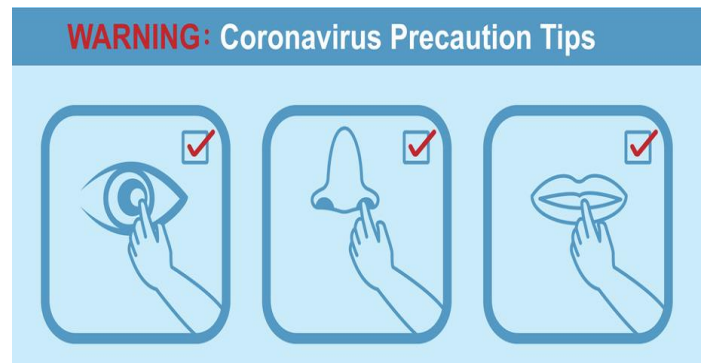
Put used tissues in the bin. Do not use your hands to close the bin lid.



Wash your hands with soap and water often – use hand sanitiser gel if soap and water are not available.



Do not touch your eyes, nose or mouth if your hands are not clean.



The Government has said we must all stay at home.
We must only go out to get food.
We can exercise outside but only once per day.
When you go out, you need to stand more than 3 large steps away from people.



Feeling unwell

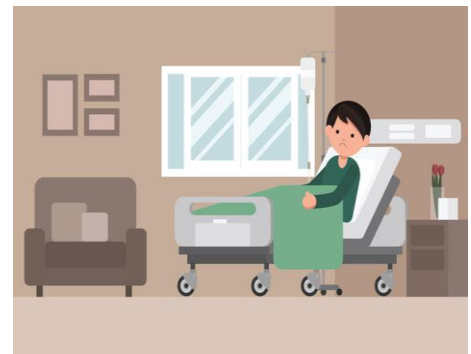
If you have a new cough and a temperature, these are called symptoms.



You can check your symptoms on the NHS111 website <https://111.nhs.uk/covid-19>



If you are already sick with heart or breathing problems, or you have diabetes or over 70 years old, Coronavirus can make you very ill.



If you have symptoms you must

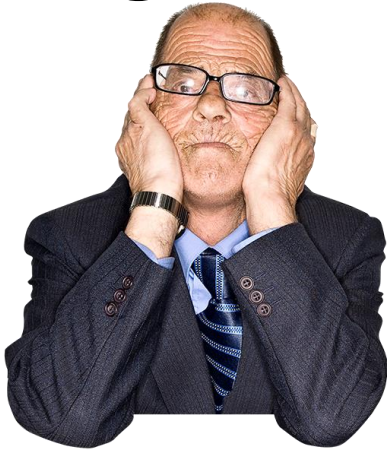
Stay at Home

Avoid People

Plan for 3 weeks



Feeling worried



Its ok to be worried or scared.



Talking to people you trust can help.
Contact your friends and family.



There are lots of people talking about
Coronavirus. Sometimes it is hard to
know what information is true. You can
read correct information on the NHS
website WWW.NHS.CO.UK



The most important thing to remember
is to wash your hands lots of times in
the day, even if they do not look dirty.

Useful Information



Make sure you keep healthy by eating lots of fruit and vegetables.



Stay away from crowds of people.



Call NHS 111 if you are unwell.

Stay at Home guidance for households: current guidelines illustrated

Criteria and guidance applied as of 17/03/2020:

Incubation period = maximum 14 days

Day 1 is the first day of symptoms

The 14-day period starts from the day when the first person in the house became ill

If you live with others and you are the first in the household to have symptoms of coronavirus, then you must stay at home for 7 days

If anyone else in the household starts displaying symptoms, they stay at home for 7 days from when their symptoms appeared, regardless of what day they are on in the original 14-day isolation period.

Household members who remain well stay in self isolation for 14 days due to maximum incubation period, calculated from day 1 of first symptomatic person

Household members do not need to restart the clock if other members become symptomatic during the 14 days self-isolation

| DAY | | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 | 13 | 14 | 15 | 16 | 17 | 18 | 19 | 20 | 21 | | |
|---------------------|---|-------------------------------------|---------------------------|---|-----------------------------------|---|---|---|---|---|----|----|----|----|-----------------------------------|----|----|----|----|----|----|----|--|--|
| Person in household | | | | | | | | | | | | | | | | | | | | | | | | |
| Example household 1 | A | X | +7 days from becoming ill | | | | | | ✓ | | | | | | | | | | | | | | | |
| | B | X | | | +7 days from when they became ill | | | | | | ✓ | | | | | | | | | | | | | |
| | C | +14 days from person A becoming ill | | | | | | | | | | | | | | ✓ | | | | | | | | |
| | D | +14 days from person A becoming ill | | | | | | | | | | | | | | ✓ | | | | | | | | |
| Example household 2 | A | X | +7 days from becoming ill | | | | | | ✓ | | | | | | | | | | | | | | | |
| | B | X | | | +7 days from becoming ill | | | | | | ✓ | | | | | | | | | | | | | |
| | C | | | | | | | | | | | | | X | +7 days from when they became ill | | | | | | ✓ | | | |
| | D | +14 days from person A becoming ill | | | | | | | | | | | | | | ✓ | | | | | | | | |

Key: X = when illness started - first day of symptoms
✓ = allowed to go out again

RCGP Guidance on workload prioritisation during COVID-19



This guidance has been developed for clinicians working in general practice in the UK. During the development of this guidance consideration was given to work that is essential to maintain public health and that which is unlikely to cause harm if delayed for approximately two months. It is not an exhaustive list of GP workload and is not intended to replace clinical judgement for individual patient cases.

Past experience has shown that patients will die from non-COVID-19 related illnesses in addition to COVID-19 itself as we divert all of our health care resources towards it (1). General Practice has a huge role to play in maintaining the underlying health of our population in an attempt to prevent this. It is vital that we continue to provide care to all patients if we have the capacity, with workloads stratified to ensure that those at greatest need are prioritised.

Practices should also be aware and follow the guidance and standard operating procedures outlined by NHSE&I (https://www.england.nhs.uk/coronavirus/wp-content/uploads/sites/52/2020/03/Managing-coronavirus-COVID-19-in-general-practice-SOP_19-March.pdf).

Note: The situation with COVID-19 is rapidly changing and it is recommended that clinicians should also refer to local guidance. This guidance is correct at the time of publishing.



Green category: Aim to continue regardless of the scale of the virus outbreak





Amber category: Continue if capacity allows and if appropriate for your patient population



Red category: Postpone, aiming to revisit once the outbreak ends, ensuring recall dates are updated where possible.

| Green - Continue | Amber- If possible | Red - Stop  |
|--|---|---|
| <p>Patients believing themselves to be unwell if requiring medical attention following initial remote consultation, including immediately necessary patients.</p> <p>Patients with possible COVID-19 should be separated from patients who do not fit case criteria.</p> | <p>Med3</p> <p>Med3 for first 7 days not required. No Med3 should be provided by General Practice for self-isolation past 7 days. Advise patients that a self-isolation note is available here: https://111.nhs.uk/isolation-note</p> | <p>Mild self-limiting illness and worried well (advise to use NHS choices or seek local pharmacy advice first)</p> |
| <p>Medication/problems that cannot be dealt by community pharmacy.</p> <p>Remote review should be the norm unless there are overriding reasons that a face to face assessment is necessary.</p> <p>Consider 6-12 months batch prescribing of 28 day supplies to prevent supply issues. Avoid lengthening supplies of repeat medication unless clinically indicated.</p> | <p>New patient registration, particularly those in vulnerable groups such as asylum seekers</p> | <p>Coil checks/change (consider starting POP as an interim measure (also for those with contraceptive implant changes or needing depo injections))</p> |
| <p>Investigations for immediately necessary conditions such as UTI, urgent blood tests</p> | <p>Contraceptive services </p> <p>Be aware of the possible risk of increased pregnancies following isolation periods. Consider extending pill prescriptions for low risk patients without review.</p> | <p>Ring pessaries</p> |
| <p>Symptoms consistent with cancer that may require referral.</p> <p>Can this be performed remotely e.g. skin lesions by photo and postmenopausal bleeding for immediate referral</p> | <p>Complaints</p> <p>Consider a standard response to delay formal response during COVID-19 outbreak</p> | <p>Minor surgery</p> |
| <p>Palliative care including anticipatory care and EoL conversations</p> <p>Proactively complete Respect/ DNAR forms and prescribe anticipatory medications in advance of a worsening spread of disease</p> | <p>F2F reviews for most at risk groups and those LTCs who do not meet the green criteria. Any particular concerns to be reviewed remotely.</p> | <p>Advice re self-isolation or information for employers and schools etc. Guide patients to national websites. </p> |

| Green - Continue | Amber- If possible | Red - Stop  |
|--|---|--|
| Childhood immunisations. The aim is to avoid an increase in preventable diseases | Blood monitoring for lower risk medications and conditions eg ACEi, antipsychotics, thyroid disease. Consider increasing the interval of testing if clinically safe to do so | Spirometry and routine annual ECGs unless clinically indicated |
| LTC reviews for those at higher risk. Review remotely where possible. <ul style="list-style-type: none"> • T2DM with HbA1c>75, recent DKA, disengaged* • COPD with a hospitalisation in last 12 months and/or 2 or more exacerbations in last 12/12 requiring oral steroids/oral antibiotics, patients on LTOT • Asthma with a hospitalisation in last 12 months, ever been admitted to ICU, 2 or more severe exacerbations in last 12months (needing oral steroids), on biologics/maintenance oral steroids • Significant mental health with concerns regarding suicide or deliberate self-harm risk or currently unstable mental health (Consider using social prescribing teams for help) | Vitamin B12 injections – consider teaching appropriate patients to self-administer and ensure frequency is not more than 12 weekly | Pill and HRT checks unless clinically indicated*** |
| Blood monitoring for high risk medications eg INR, DMARDS, immunosuppressants etc | Routine smears that are considered to be low risk | Stop smoking clinics |
| Dispensing , if a dispensing practice. Home delivery is likely to be expected. |  | New patient checks, NHS health checks, medication reviews, frailty and over 75's annual reviews |
| Essential injections – e.g. Prostag, aranesp, clopixol, testosterone** Consider teaching patients to self-administer if appropriate | | For those socially isolated or more vulnerable, e.g. elderly, carers, learning disabilities, refer to social prescribing teams for help |

| Green - Continue | Amber- If possible | Red - Stop  |
|--|--------------------|--|
| Smears with previous high risk changes/treatment to cervix or on more frequent recalls | | Friends and family test and engagement with PPGs |
| Postnatal checks – where possible combine with childhood immunisations, may need designated clinics | | Data collection requests unless related to COVID-19, DESs/LISs/LESSs, audit and assurance activities, routine CQC inspections and reviews, appraisal and revalidation work |
| <ul style="list-style-type: none"> • Routine vaccinations, pneumococcal, shingles etc for all patients where they are recommended. Prioritise vulnerable patients in high risk groups, such as, • patients with a solid organ transplant • undergoing active chemotherapy or radical radiotherapy for lung cancer • with leukaemia, lymphoma or myeloma at any stage of treatment • having immunotherapy or other antibody treatments for cancer • having other targeted cancer treatments which can affect the immune system • had bone marrow or stem cell transplants in the last 6 months, or who are still taking immunosuppression drugs • severe respiratory conditions • with rare diseases and inborn errors of metabolism that significantly increase the risk of infections • on immunosuppression therapies sufficient to significantly increase risk of infection • pregnant with significant congenital heart disease | | |

*usual sick day rules advice should be given **may need designated clinics for those at risk of immunosuppression***additional information on contraception is available at <https://pcwhf.co.uk/resources/how-to-manage-contraceptive-provision-without-face-to-face-consultat>

References

(1) Elston JW, Cartwright C, Ndumbi P, Wright J. The health impact of the 2014-15 Ebola outbreak. Public Health 2017;143:60-70. doi: 10.1016/j.puhe.2016.10.020.

QCS 1

Regus House, Highbridge Industrial Estate, Oxford Road, Uxbridge, Middlesex, UB8 1HR

QCS Client Ltd

Headed paper

Date

Dear Sir or Madam

Re: (Insert Key Worker's: Full Name): Coronavirus (COVID-19) Designated Key Worker

In line with business continuity plans at **QCS Client Ltd**, you have been designated a key worker, as referred to by the Prime Minister in his announcement and press conference of 18th March 2020 and are required to maintain essential services and combat the spread of coronavirus (COVID-19) in the UK.

At this time, you have a critical role as part of the COVID-19 crisis and as such should be provided with the facilities available to key workers - access to key worker schooling provisions and transport arrangements in the event of a lockdown of the wider transport network and any other key worker provisions. I would like to take this opportunity to thank you for your ongoing support and the invaluable and critical service you provide.

Yours sincerely

Prof Charlie Brown

Registered Manager