

# Core brief

Tuesday 24 March 2020

## Introduction

This issue of Core Brief details today's COVID-19 update.

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## Daily COVID-19 update

**We would like to make clear that the address for the hub in Glasgow is Barr Street, G20 7LR. This is due to feedback that patients have been presenting at the incorrect centre.**

We are committed to ensuring that staff have the information they need to know to respond to the current COVID-19 situation. We have widened out the Core Brief distribution to include nhs.net emails so apologies if you receive the Core Brief twice but we want to ensure everyone receives them.

Please keep up-to-date with the latest guidance on our dedicated web pages at: [www.nhsggc.org.uk/covid19](http://www.nhsggc.org.uk/covid19). We are continually updating these webpages with new information and ask colleagues to check this regularly.

## Non-clinical staff, social distancing and working from home

Following yesterday's announcement, managers and staff should have discussed whether it is feasible for individuals to work from home and made arrangements to do so. Staff in non essential roles may be contacted in the short to medium term to provide a service elsewhere in your team or in another Directorate/ Partnership. Full details of this will be provided soon.

If you are required to remain in the office/building to deliver essential services then social distancing measures will be put in place with immediate effect.

- Staff who need to work in NHSGGC office buildings at any time require to have adequate levels of separation.
- In the first instance Managers should review their team's allocated areas to create 'Separation Space' of 2 metres between each occupied workstation, in practice every other desk should be out of use. This may well require people to move from their customary or preferred positions/locations.

## Ongoing recruitment

Our recruitment team has been working tirelessly to increase our resources to assist with COVID-19. Over the past few weeks they have been running a number of campaigns, as well as engaging with people who have recently retired, students and those who have recently been made unemployed. The team are fast tracking over 800 new staff across estates and facilities, healthcare support workers, AHPs, nursing and medical areas to allow them to all start as soon as possible. The team have a number of campaigns underway just now – please pass details on to anyone who may be interested: <https://apply.jobs.scot.nhs.uk/>

## **Overtime payments**

We know that many colleagues are working overtime in the bid to respond to the COVID-19 situation and we are grateful to everyone for their efforts. It is important to ensure that any member of staff who is working overtime is paid promptly and would ask managers and staff to work together to ensure that this is recorded and authorised accurately and timeously on SSTS.

## **New COVID-19 patient pathway**

A new system is being put in place to support the primary care triage and assessment of COVID-19 cases and a number of dedicated community hubs are being established to manage people presenting symptoms.

This will protect general practice staff from contact with COVID-19 patients and allow them to focus on treating and caring for patients with other ailments. The new pathway can be summarised as follows:

- NHS Inform will act as the first point of contact for all COVID-19 patients presenting symptoms. The public will be advised not to phone their GPs, but to contact NHS24 (111) if they have worsening symptoms.
- Calls to NHS24 where further clinical advice is required will be passed on to local (non-patient facing) telephone hub staffed with clinicians drawn from across both primary and secondary care for a full telephone assessment.
- People who need to be seen following this assessment will be offered appointments at dedicated local assessment centres, staffed and equipped to deal with COVID-related presentation. In some cases following assessment patients will be referred to acute services for assessment.
- Patient transport and a Home Visiting service are also being developed.
- At the assessment centres, patients will receive treatment plans, including medication and/or prescription, and be sent home to self-isolate. If they need to go to hospital this will be arranged at the assessment hub.
- No testing is being carried out at the assessment centres.

Additionally, the community pharmacy Minor Ailment Service has been extended to allow anyone registered with a GP practice, who has a minor illness or a common condition, to speak to a member of the pharmacy team for advice and treatment without the need to see their GP. The extended Minor Ailment Service will support the COVID-19 community hubs and assessment centres by enabling the supply of supportive treatments.

A number of assessment centres are being set up across Greater Glasgow and Clyde:

- The main Community Assessment Centre is based in Barr Street Centre, Glasgow, G20 7LR. This is open initially from 8am – 10pm. It is staffed by GPs, nurses, administration and security staff. It is anticipated that as the situation evolves the opening hours will extend, perhaps to 24/7.
- Other Community Assessment Centres are also being established in Clydebank, followed quickly by Greenock and other areas across the Board. We will update you when these are operational.

We recognise some patients will still contact their practice directly and may have an initial telephone assessment. For these patients, if the GP carrying out triage feels the patient requires a face to face assessment, they should complete the Sci-gateway form called COVID19 Community Assessment Centre.

### **GRI car parking charges**

The Cabinet Secretary for Health and Sport has announced today that parking charges will be waived from Monday 30 March at the three remaining PFI car parks, including the Glasgow Royal Infirmary. The temporary waiver of fees will last for a period of three months and details of the revised arrangements will be shared locally with staff at GRI.

### **Further Information and Frequently Asked Questions**

Please keep up-to-date with the latest guidance and FAQs on our dedicated web pages at: [www.nhsggc.org.uk/covid19](http://www.nhsggc.org.uk/covid19). This is a public site that can also be accessed outwith NHSGGC.

### **Health and Social Care COVID-19 update**

[Click here](#) to link to a Health and Social Care COVID-19 update from Scottish Government.

**It is important to share Core Brief with colleagues who do not have access to a computer.  
A full archive of printable PDFs are available on [StaffNet](#)**

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