

Primary Care Update

Thursday 9th April 2020

Dear Colleagues,

I hope that this finds you all well. Over the past week I am aware that many of you have been working in the Covid Community Pathway, both in the telephone triage hub and the assessment centres.

I am also know that those in Practices are facing a huge amount of work in contacting patients with Shielding letters, organising COPD rescue packs and palliative care medications of care homes.

Thank you for all the work you have been doing to support patients who have been advised to Shield and are receiving letters about this. Further searches to identify additional patients are being carried out and John O'Dowd will write to you shortly with an update on this.

Easter weekend

As we move into the Easter weekend every GP Practice in NHS Greater Glasgow & Clyde are opening on both the Friday and Monday. This is hugely greatly appreciated and testament to your commitment to your patients. The Covid Assessment centres are also open on these days. The site at Greenock Health Centre is open on Saturday and Barr Street is open on both Saturday and Sunday.

Each HSCP will confirm their arrangements for community services over the Easter weekend.

We have been informed that lab samples will be collected and processed as normal.

Our amazing eHealth GP Support team will be working and contactable as normal.

The Primary Care support team are also available as normal on the Friday and Monday.

All community Pharmacies will open as usual on Fri 10th April as they do not usually have this as a holiday. Many will also open on Monday 13th April and a full list will be shared with practices.

GP Out of Hours will not be running during core hours on Friday and Monday so please ensure that your telephones are not automatically diverted to 111. For practices where the Board provides the telephone service, this has already been arranged.

Please could you also ensure that any standard 'signposting' messages on your phone systems and websites are updated to reflect the current situation for other services; dentists and opticians are available for telephone advice for urgent cases only in the first instance, and patients should only attend community pharmacy if they have an urgent need and don't have and Covid19 symptoms.

NHS Inform should be the first port of call for information and self-care advice, and there is a full set of posters and other information available at <https://www.nhsinform.scot/media/3144/self-care-during-covid-19-communications-toolkit.pdf>

ACP on Clinical Portal

Dr Jude Marshall has asked me to remind colleagues of the Clinical Portal ACP. These are being completed by our Acute colleagues, mainly COTE and Palliative care, where they have had significant conversations. The number of these are increasing.

Once complete on Clinical Portal a copy comes down into Docman in the GP Practice. Some Practices are choosing to transcribe the information into the KIS summary (there is no electronic way of doing this at present).

In addition, we have now reached agreement that when a patient is discharged from Acute for end of life care the Community Palliative Care Kardex will be completed prior to discharge and be

available to our community nursing colleagues. This reduces the requirement for Practices or OOH GPs to have to complete these and ensures streamlined patient care in difficult situations.

We remain in discussions with our Nursing Colleagues around the use of VOED forms and will update this as soon as possible.

Death Certification

I have been advised that there are some issues being raised by funeral directors in delays getting MCCDs from General Practices.

An update on the process was sent out on Tuesday 7th April. Changes in registration of deaths came into force at the end of March 2020 to reduce contact in registration offices.

The Doctor providing the MCCD is expected to ask the person making the funeral arrangements which registration office they intent to deal with.

The doctor is required to send a copy of the certificate to the specified registrar electronically, also copying in the person making the funeral arrangements.

This ensures that the registrar receives a copy of the MCCD, without which the death cannot be registered.

Further information is available; <https://www.nrscotland.gov.uk/registration/registration-services>

See process below.

1. Complete eMCCD using SCI Gateway
2. Print and sign MCCD
3. Scan the signed MCCD and store the scanned image file in a locally agreed location. The file should be in PDF format
4. Contact the Next of Kin and ask them if they wish to see a copy of the MCCD. Advise them that this would be sent to them via their normal email without any additional security around it. Add a note to the patient record reflecting the decision
5. If they agree to an email ask the NOK to send an email to you, providing them with your email address. Ask them to include the details of the funeral directors and the nominated registration office.
6. Details of registration offices can be found; <https://www.nrscotland.gov.uk/about-us/service-status>
7. Reply to the NOK email including the email address of the registration office
8. The subject line of the email should include the serial number and the full name of the deceased
9. Attach the MCCD to the email and then send
10. Post the signed original MCCD to the nominated registration office.

For the situation where the next of kin do not have access to an email account or they do not wish to receive the MCCD via email;

The NOK should be asked which registration office they wish to process the death registration and advised that the MCCD will be emailed to that office

The NOK should be provided with the serial number of the signed MCCD

The scanned MCCD should be emailed to the nominated registration office with the serial number and name of the deceased in the subject line.

Testing

As you are aware there has been an increase in capacity for testing. This has mainly been focused on symptomatic household contacts of Health Care Workers in order to reduce the 14day self- isolation impact.

Now, with the increase in capacity Public Health are starting to test symptomatic Health Care Workers. The form is accessed through staffnet and we are waiting for this to be updated to reflect the changes.

GP Out of Hours Service

Whilst I appreciate everyone is extremely busy at the moment please consider carrying out shifts in our GP OOH service. This is crucial in our ability to care for our patients across 24/7.

There are sessions available in our Primary Care sites, carrying out Home Visiting and of course telephone triage.

For those clinicians who have not worked in this setting previously the teams would be very happy to support you and we are also happy for you to attend to have training on the Adastra computer system.

When working in a Primary Care centre you will do so as part of a team of clinicians. When doing Home Visits you will be provided with a car and driver. There is also a GP Advisor at the telephone triage hub who can provide remote support.

The GP Summary on Clinical Portal has now gone live which will aid decision making

If you are considering this please contact Carole.Noonan@ggc.scot.nhs.uk who can provide you with log ins for the Rotamaster system and guidance of how to use this.

If you wish to speak to any of the OOH team to discuss this please phone 0141 616 6213

We really do need you

Otherwise again I thank you for all your hard work and perseverance. I know that there is significant amount of information being sent out to you all and this can be hard to digest, and it also changes regularly.

I hope that you all get a little time over the next few days to relax with your families and rest. Whilst you are all doing your utmost to look after your patients please take some time to look after and be kind to yourselves.

Kind regards

Kerri Neylon
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NHS Greater Glasgow & Clyde

