

Coronavirus alert levels in UK

Stage of outbreak		Measures in place
Risk of healthcare services being overwhelmed	5	Lockdown begins
SEVERE - Transmission is high or raising exponentially	4	Social distancing continues
SUBSTANTIAL - Virus is in general circulation	3	Gradual relaxation of restrictions
MODERATE - Number of cases and transmission is low	2	Minimal social distancing, enhanced tracing
Covid-19 no longer present in UK	1	Routine international monitoring

WEAVERS MEDICAL RESPONSE TO THE CORONAVIRUS ALERT LEVEL

The COVID-19 pandemic has represented a major national and global challenge ever since the first cases were reported in China at the end of last year. There are many unanswered questions about the novel Coronavirus SARS-2, and strategies have recently been aimed at limiting the human-to-human transmission of the virus, as well as protecting the vulnerable population against severe complications and even death.

Weavers Medical has responded to the Coronavirus alert level and acted promptly by changing the consultation model of General Practice to keep patients and staff safe. These changes included:

1. Limiting Footfall in the practice by conducting a telephone first model and increasing the use of Video Consultations.
2. Postponing non-essential /non-urgent work.
3. Practising safe practices at work including the enforcement of social distancing, as well as several other measures which have proved invaluable.

This plan aims at explaining how the practice and services adapt at the different alert levels.

This is a broad plan: further changes, or adjustments might be required at short notice in order to keep the service provision as save as possible.

SEVERE - Transmission is high or raising exponentially

4

Social Distancing Continues

Building	Controlled Access	Access to the building via Entrance from the car park Access after ringing doorbell Reduce number of seats in the waiting rooms
	Zones	The building is divided into different zones: Red zone – separate entrance for patients with high risk of COVID-19. Amber zone – first floor, for any face to face consultation. Blue zone – on the second floor, for patients who are currently shielding and for baby and child immunisations. Green zone – access to staff only.
	Floor marking	Floor markings to enable adherence to social distancing.
	Perspex	To be used to promote social distancing at reception and in office space when possible.
	Hand gel	At the entrance and throughout the building with posters reminding everyone to use it regularly.
	Touch screen self-arrival	Switched off and not to be used.
	Appointment	Remote consultations
Essential services		Limited number of appointments for essential services only: dressings, catheter changes, injections, blood tests, urgent smears.
Clinical appointments		Face to face appointments are only available after a telephone consultation with the clinician.
Personal Protective Equipment	Staff	All staff to use appropriate PPE that is appropriate to each zone and to maintain social distancing.
	Patients	All patients and visitors over 12 years are required to wear face covering inside the building.

SUBSTANTIAL - Virus is in general circulation

3

Gradual relaxation of restrictions

Building	Controlled Access	Access to the building via Entrance from the car park Access after ringing doorbell Gradually introduce “one-way system” in the building and gradually increase number of seats in the waiting area
	Zones	The building is divided into different zones: Red zone – separate entrance for patients with high risk of COVID-19. Amber zone – first floor, for any face to face consultation. Blue zone – on the second floor, for patients who are currently shielding and for baby and child immunisations. Green zone – access to staff only.
	Floor marking	Floor markings to enable adherence to social distancing.
	Perspex	To be used to promote social distancing at reception and in office space when possible.
	Hand gel	At the entrance and throughout the building with posters reminding everyone to use it regularly.
	Touch screen self-arrival	Switched off and not to be used.
	Appointment	Remote consultations
Essential services		Limited number of appointments for essential services only: dressings, catheter changes, injections, blood tests, urgent smears.
Clinical appointments		Face to face appointments are only available after a telephone consultation with the clinician.
Staff		All staff to use appropriate PPE that is appropriate to each zone and to maintain social distancing.
Personal Protective Equipment	Patients	All patients and visitors over 12 years are required to wear face covering inside the building.
	Controlled Access	Access to the building via Entrance from the car park

MODERATE - Number of cases and transmission is low

2

Minimal Social Distancing, Enhanced Tracing

Building	Open Access	Building accessible through front door, open to patients.
	Zones	The building is divided into different zones: Red zone – separate entrance for patient with high risk of COVID-19. First and second floor available for any face to face consultation. Green zone – access to staff only.
	Perspex	To be used to promote social distancing at reception and in office space when possible.
	Hand gel	At the entrance and throughout the building with posters reminding everyone to use it regularly.
	Touch screen	Switched on and available to be used.
Appointment	Remote consultations	Telephone consultations, video consultations and online consultations are encouraged when possible
	Essential services	Pre-bookable appointments for essential services: dressings, catheter changes, injections, blood tests, urgent smears.
	Clinical appointments	Increased number of pre-bookable telephone or video consultations. Expansion of Video Group Consultations for long term conditions, face to face appointments available through care navigators
	Routine services	Continue increasing routine services: minor op sessions / injections, routine smears
Personal Protective Equipment	Staff and patients	PPE to be used as per Public Health England guidelines.

**Covid-19 no longer present
in UK**

1

**Routine International
Monitoring**

This level represents no new cases of COVID-19 in the United Kingdom and the risk to General Practice being negligible.

The impact of COVID-19 on the service provision. Weavers Medical has brought some tangible changes that will continue after the pandemic. This represents the “new normal” for the practice.

Building	Open Access	Building accessible through front door, open to patients.
	Perspex	To be used to promote social distancing at reception and in office space when possible.
	Hand gel	At the entrance and throughout the building with posters reminding everyone to use it regularly.
	Touch screen	Switched on and available to be used.
Appointment	Remote consultations	Telephone consultations, video consultations and online consultations are encouraged.
	Essential services	Pre-bookable appointments for all services: dressings, catheter changes, injections, blood tests, urgent smear.
	Clinical appointments	Wide range of pre-bookable telephone or video consultations for every condition. Expansion of Video Group Consultations for long term conditions, face to face appointment available through care navigators
	Routine services	All routine services are resumed.
Personal Protective Equipment	Staff and patients	PPE to be used as per Public Health England guidelines.