COVID-19 TASK FORCE: REMOTE WORKING CONTINGENCY PLAN

22/3/20

# Guidance

In the event of a delay in the delivery of an urgent digital solution for remote working, this contingency plan lays out a potential means of enabling remote working that circumvents the IT challenges facing us at the current time.

## CLinical Member of stafF WORKING REMOTELY

Remote working may be necessitated by self-isolation or strict social-distancing due to high risk characteristics.

Remote working clinician (RWC) Guidance:

1. Patient calls surgery.
2. Advised will have a call from a clinician (non-urgent) and adds the appointment to the appointments ledger for the remote working clinician.
3. Reception checks for three identifiers, collects details and checks contact numbers, and advises on an approximate time frame in which to expect the call.
4. Batch email the appointments ledger to the clinician at appropriate points in time, appointments must be recorded in the appointments ledger on the clinical system and the RWC is expected to be available for a previously agreed time frame as shown on the appointments ledger, which will include an allotted administration time at the end of the RW clinical session in order for the RWC to contact the surgery by phone to go through any actions that are required with a nominated RCW support worker at the practice.
5. Reception emails Home Visit /Summary to RWC:
   1. MUST contain demographics, clinical problems, current medications and allergies and latest pathology results and if under secondary care for a long term condition the latest outpatient letter from this department.
   2. send via NHS MAIL only, no other email addresses to be used.
6. RWC contacts patient by phone via a BLOCKED outgoing telephone line and in a confidential setting.
7. RWC consults
8. Notes documented and emailed back to practice NHSMail using an agreed email template:
   1. History
   2. Physical Signs as described by the patient
   3. Diagnosis
   4. Management Plan
   5. Safety netting Advice
   6. Further ACTION REQUIRED by the practice-
      1. Medication-prescribed or changed
      2. Fit note-details required

If a referral is required the RCW rings through to the secretarial team to dictate letter over the phone and arrange appointment.

1. Practice uploads email into patient’s records
2. Marked / coded as <remote working consultation>
3. Med3s / prescriptions required tasked to appropriate in-house team

Under NO circumstances should the RWC save on their home IT device or print out on paper any of the emailed documentation.