

E-Mail Newsletter

April 9, 2020

2nd Edition

Welcome to the 2nd edition of our newsletter, below you'll find a further update from the team at Partner2Care and some helpful information links on Covid-19. The team at P2C is working hard to support you in this time of uncertainty with Covid-19 and we want you to know that we are doing everything we can to hear your concerns and respond to your needs as swiftly as possible.

We know that communication and information is key to you being able to stay safe and well and so we will be sending you a regular newsletter to let you know what we know, what we are doing and to send on any information we have which you may find useful.

We hope this will be helpful for you and we welcome your thoughts and feedback, we have dedicated 2 of our team to coordinate Covid-19 information to support you.

You can continue to contact us on our links at the bottom of the newsletter. Thank you for working with us to keep you safe and well.

Updated from the team:

Require PPE? Please contact us at Partner2Care before midday (12noon) on Mondays & Wednesdays and we will try and arrange for a delivery within 48hrs. Our contact details are:

Via email: sirona.partnertocare@nhs.net

Via telephone: 0800 111 4167

Please can we ask that when sending timesheets that they are sent electronically and not by post as due to the current situation with Covid-19 there is a delay in our team receiving post

Please can we also ask that when you contact Partner2Care via email please can you send your request to our joint email account, sirona.partnertocare@nhs.net and not direct to an individual account so your request can be allocated to the correct person and dealt with in a timely manner.

Here are some helpful links:

<https://www.gov.uk/government/publications/wuhan-novel-coronavirus-infection-prevention-and-control#history>

Some of you have asked if we have access to transport for vulnerable individuals who urgent appointments. E-zec Medical can be contacted on 0300 777 6688 or visit

Helpful links continued:

<https://bnssgccg.nhs.uk/health-advice-and-support/patient-transport-services/>

NCP – free parking to all key workers who still need to travel and park during the lockdown period. No need to pre-book.

<https://www.nhs.uk/conditions/coronavirus-covid-19/>
<https://cchp.nhs.uk/node/11304>

<https://www.n-somerset.gov.uk/my-services/community-safety-crime/emergency/north-somerset-together/>

A telephone service has been launched for those who do not have access to the internet. The number is 01934 427 437.

Crime stoppers raising awareness of domestic abuse. Government COVID-19 Guidance for Children's Social care. The link to these uploads is: <https://www.northsomersetsafeguarding.co.uk/latest-information>

<https://111.nhs.uk/covid-19>

https://www.fishinsurance.co.uk/coronavirus-update-for-carer-employers/?utm_medium=email&utm_campaign=Fish%20Insurance%20-%20Coronavirus%20Update%20-%20Local%20Authorities&utm_content=Fish%20Insurance%20-%20Coronavirus%20Update%20-%20Local%20Authorities+CID_d5a9fee7a339f4d1205ea1d5fabe4221&utm_source=Email%20marketing&utm_term=Find%20out%20more

<https://www.gov.uk/government/publications/covid-19-residential-care-supported-living-and-home-care-guidance/covid-19-guidance-on-home-care-provision>

All of the information on this newsletter will be on our Partner2Care website and it will be updated on a regular basis with any current information we have on Coronavirus. Here is the link to our website: <http://www.partner2care.co.uk/home/coronavirus-covid-19-information>

If you have any further questions please do not hesitate to contact us on either of the following:

Via email: sirona.partnertocare@nhs.net – this is our new team email address since moving over to Sirona Care & Health. Please can all future correspondence be sent to this address

Via telephone: 0800 111 4167

Post: Partner2Care, Marina Healthcare Centre, 2 Haven View, Portishead, BS20 7QA

GP Opening Hours over the Easter Period:

Easter Opening	Friday 10th April	Monday 13th April
Air Balloon Surgery	8:00-18:30	8:00-18:30
Almondsbury Surgery	8:00-18:30	8:00-18:30
Bedminster Family Practice	8:00-18:30	8:00-18:30
Beechwood Medical Practice	8:00-18:30	8:00-18:30
Birchwood Medical Practice	8:00-18:30	8:00-18:30
Bradley Stoke Surgery	8:00-18:30	8:00-18:30
Bridge View Medical	8:00-18:30 (Marksbury)	8:00-18:30 (Marksbury)
Broadmead Medical Centre	8:00-17:00	8:00-17:00
Cadbury Heath Healthcare	8:00-18:30	8:00-18:30
Charlotte Keel Medical Practice	8:00-18:30	8:00-18:30
Clevedon Medical Centre	8:00-18:30	8:00-18:30
Close Farm Surgery	8:00-18:30	8:00-18:30
Concord Medical Centre	8:00-18:30	8:00-18:30
Coniston Medical Practice	8:00-18:30	8:00-18:30
Courtside Surgery	08:00-18:30	8:00-18:30
Crest Family Practice	08:00-18:30	08:00-18:30
Downend Health Group	08:00-18:30	08:00-18:30
Eastville Medical Practice	8:00-18:30	8:00-18:30
Emersons Green Medical Centre	8:00-18:30	8:00-18:30
Falldon Way Medical Centre	8:00-18:30	8:00-18:30
Fireclay Health (St George Health Centre)	8:00-18:30	8:00-18:30
Fishponds Family Practice	8:00-18:30	8:00-18:30
Frome Valley Medical Centre	8:00-18:30	8:00-18:30
Gloucester Road Medical Centre	8:00-18:30	8:00-18:30
Graham Road Surgery	9:00-17:00	9:00-17:00
Grange Road Surgery	8:00-18:30	8:00-18:30
Greenway Community Practice	8:00-18:30	8:00-18:30
Hanham Health	8:00-18:30	8:00-18:30
Harbourside Family Practice	8:00-18:30	8:00-18:30
Hartwood Healthcare	8:00-18:30	8:00-18:30
Helios Medical Centre	8:00-18:30	8:00-18:30
Heywood Family Practice	8:00-18:30	8:00-18:30
Hillview Family Practice	8:00-18:30	8:00-18:30
Homeless Health Service (Brisdoc)	9:00-17:00	9:00-17:00
Horfield Health Centre	8:30-18:30	8:30-18:30
Horizon Health Centre	9:00-17:00	9:00-17:00
Kennedy Way Surgery	8:00-18:30	8:00-18:30
Kingswood Health Centre	8:00-18:30	8:00-18:30
Lawrence Hill Health Centre	8:00-18:30	8:00-18:30
Leap Valley Surgery	8:00-18:30	8:00-18:30
Lennard Surgery	8:00-18:30	8:00-18:30
Longton Grove Surgery 168	8:00-18:30	8:00-18:30
Maytrees Practice	8:00-18:30	8:00-18:30
Mendip Vale Medical Practice	8:00-18:30	8:00-18:30
Merrywood Practice	8:00-18:30	8:00-18:30
Monks Park Surgery	8:00-18:30	8:00-18:30
Montpelier Health Centre	8:00-18:30	8:00-18:30
New Court Surgery 168	8:00-18:30	8:00-18:30
Nightingale Valley Practice	8:00-18:30	8:00-18:30
Pembroke Rd Surgery	8:00-18:30	8:00-18:30
Pilning Surgery	8:00-18:30	8:00-18:30
Pioneer Medical Group	8:00-18:30	8:00-18:30
Portishead Medical Group	8:00-18:30	8:00-18:30
Priory Surgery	8:00-18:30	8:00-18:30
Sea Mills Surgery	8:00-18:30	8:00-18:30
Severn View Family Practice	8:00-18:30	8:00-18:30
Shirehampton Group Practice	08:00-18:30	08:00-18:30
Southmead & Henbury Family Practice	8:00-18:30	8:00-18:30
St Mary Street Surgery	8:00-18:30	8:00-18:30
Stafford Medical Group (Locking Castle)	8:00-18:30	8:00-18:30
Stockwood Medical Centre	08:00-18:30	08:00-18:30
Stoke Gifford Medical Centre	8:00-18:30	8:00-18:30
Streamside (Thornbury Health Centre)	8:00-18:30	8:00-18:30
Students' Health Service	8:00-18:30	8:00-18:30
The Armada Family Practice	8:00-18:30	8:00-18:30
The Cedars Surgery	8:00-18:30	8:00-18:30
The Family Practice	8:00-18:30	8:00-18:30
The Milton Surgery	08:30-18:30	08:30-18:30
The Old School Surgery	8:00-18:30	8:00-18:30
The Orchard Medical Centre	8:00-18:30	8:00-18:30
Three Shires Medical Practice	Marshfield 8:00-18:30	Pucklechurch 8:00-18:30
Tudor Lodge	8:00-18:30	8:00-18:30
Tyntesfield Practice	Brockway 8:00-18:30	Brockway 8:00-18:30
Wellington Road Family Practice	8:00-18:30	8:00-18:30
Wells Road Surgery	8:00-18:30	8:00-18:30
Wellspring Surgery	8:00-18:30	8:00-18:30
West Walk Surgery	08:00-18:30	08:00-18:30
Westbury-on-Trym Practice	8:00-18:30	8:00-18:30
Whiteladies Medical Group	8:00-18:30	8:00-18:30
Winscombe & Banwell Family Practice	8:00-18:30	8:00-18:30

Primary Care and Community Pharmacies

GP surgeries in Bristol, North Somerset and South Gloucestershire will remain open – with usual restrictions - on Good Friday (10 April) and Easter Monday (13 April) this year as part of measures to ease pressure on local hospitals during the coronavirus outbreak. Practices will treat the two bank holidays as normal working days and appointments will be available for people on both days. Full pharmacy opening hours over the Easter bank holiday dates are available on the NHS website or the find a pharmacy tool; community pharmacies will be open from 2pm to 5pm. The existing restrictions apply.

Mental health and Wellbeing support

The AWP Mental health 24/7 telephone response line is 0300 3031320 – more information [here](#).

Guidance on infection control and PPE use

PPE – Personal Protective Equipment

New guidance published by Public Health England on April 2nd 2020 recommends healthcare workers in the community to take a precautionary approach in the use of PPE <https://www.gov.uk/government/publications/wuhan-novel-coronavirus-infection-prevention-and-control> PPE should be used by all healthcare workers within one metre of people using services as guidance and advice for everyone working in hospitals, primary care, ambulance trusts, community care settings, domiciliary care and care homes. P2C are working hard to obtain and support you with obtaining your PPE needs where we can, we are aware you normally obtain these from independent supply chains and we have contacted you to find out your needs and provide interim supplies to you and we will continue to assist you with this.

Recommended PPE is:

- Fluid repellent facemask
- Apron
- Gloves
- Eye /face protection by risk assessment or sessional use.

Hand washing

COVID 19 is transmitted (spread) through respiratory droplets generated by coughing and sneezing and through contact with contaminated surfaces which should be frequently cleaned.

Washing your hands is one of the easiest ways to protect yourself and others.

Please remember the five moments of hand hygiene, bare below the elbow and no rings, watches or other jewelry. Good hand washing and drying is vital both before and after any procedure.

This video shows the best way to wash your hands.

<https://www.nhs.uk/live-well/healthy-body/best-way-to-wash-your-hands/>

Waste management

For possible symptoms/confirmed symptoms put waste in double bagged household waste bags, label with the date and put aside for 72 hours and then it is safe to put into household waste bins. Consider putting waste in porch/shed/safe place until it can be disposed of and ask family and patients to complete this. If these places are not available please dispose of directly into the household waste bin outside.

Guidance on infection control and PPE use continued:

Where there is a risk of active coughing

- PPE as above and
- Eye protection - disposable goggles or full-face visor (based on a risk assessment if there is a risk of active coughing, splashing or exposure to respiratory droplets)

The putting on and taking off of PPE is named 'Donning and Doffing'

Recommended video and guide resources on the correct donning and doffing of PPE can be found on the links below:

https://www.youtube.com/watch?v=-GncQ_ed-9w&feature=youtu.be

https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/874328/PHE_COVID-19_Donning_quick_guide.pdf

For healthcare workers delivering or assisting with an aerosol generating procedures

https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/878750/T2_poster_Recommended_PPE_for_primary_outpatient_community_and_social_care_by_setting.pdf:

For aerosol generating procedures where FFP3 masks (or equivalent – see below) and eye protection is needed further training will be required to ensure you are fitted with the correct mask and P2C are working to provide training to facilitate this in the eventuality that this PPE is required.

This PPE is:-

- FFP3 respirator
- FFP2 masks are an acceptable alternative if FFP3 masks are unavailable (authorised by Health and Safety Executive)
- Long sleeved disposable gown
- Gloves
- Eye protection (disposable goggles or full-face visor)

It is recognised that when wearing masks and or visors, staff maybe hot, therefore please remain and take have regular rest breaks as tiredness can increase the risk of poor compliance with PPE.

Laundry of working clothes/uniforms

Change into your work clothes/uniform in your workplace and change out of in the workplace at the end of the working day. You could leave your work clothes in a named plastic bag at the front door.

Remove uniform and change into your own clothes before returning home, putting worn uniform into a plastic bag that is sealed.

If this is not possible, when you arrive home, go directly to your washing machine and wash worn uniform at 60 degrees on its own, do not wash with other clothes.

Remember:

- Uniforms should be laundered immediately
- Wash at 60 degrees separately from other household linen;
- In a load not more than half the machine capacity;
- At the maximum temperature the fabric can tolerate, then ironed or tumbled-dried.

Setting	Context	Disposable Gloves	Disposable Plastic Apron	Disposable fluid-resistant coverall/gown	Surgical mask	Fluid-resistant (Type B1) surgical mask	Filtering face piece respirator	Eye/face protection ¹
Any setting	Performing an aerosol generating procedure ² on a possible or confirmed case(s) ³	✓ single use ⁴	✗	✓ single use ⁴	✗	✗	✓ single use ⁴	✓ single use ⁴
Primary care, ambulatory care, and other non-emergency outpatient and other clinical settings e.g. optometry, dental, maternity, mental health	Direct patient care – possible or confirmed case(s) ³ (within 2 metres)	✓ single use ⁴	✓ single use ⁴	✗	✗	✓ single or seasonal use ^{4,5}	✗	✓ single or seasonal use ^{4,5}
	Working in reception/communal area with possible or confirmed case(s) ³ and unable to maintain 2 metres social distance ⁶	✗	✗	✗	✗	✓ seasonal use ⁴	✗	✗
Individuals own home (current place of residence)	Direct care to any member of the household where any member of the household is a possible or confirmed case ³	✓ single use ⁴	✓ single use ⁴	✗	✗	✓ single or seasonal use ^{4,5}	✗	✓ risk assess single or seasonal use ^{4,5,6}
	Direct care or visit to any individuals in the extremely vulnerable group or where a member of the household is within the extremely vulnerable group undergoing shielding ⁷	✓ single use ⁴	✓ single use ⁴	✗	✓ single use ⁴	✗	✗	✗
Community-care home, mental health inpatients and other overnight care facilities e.g. learning disability, hospices, prison healthcare	Home birth where any member of the household is a suspected or confirmed case ^{3,7}	✓ single use ⁴	✓ single use ⁴	✓ single use ⁴	✗	✓ single or seasonal use ^{4,5}	✗	✓ single or seasonal use ^{4,5}
	Facility with possible or confirmed case(s) ³ – and direct resident care (within 2 metres)	✓ single use ⁴	✓ single use ⁴	✗	✗	✓ single or seasonal use ^{4,5}	✗	risk assess seasonal use ^{4,5}
Any setting	Collection of nasopharyngeal swab(s)	✓ single use ⁴	✓ single or seasonal use ^{4,5}	✗	✗	✓ single or seasonal use ^{4,5}	✗	✓ single or seasonal use ^{4,5}

Table 2

1. This may be single or reusable face/eye protection/full face visor or goggles.
2. The full list of aerosol generating procedures (AGPs) is within the IPC guidance (see APGs are undergoing a further review at present).
3. A case is any individual meeting case definition for a possible or confirmed case. <https://www.gov.uk/government/publications/wuhan-novel-coronavirus-initial-investigation-of-possible-cases/investigation-and-initial-clinical-management-of-possible-cases-of-wuhan-novel-coronavirus-wt-cov-infection>
4. Single use refers to disposal of PPE or decontamination of reusable items e.g. eye protection or respirator, after each patient and/or following completion of a procedure, task, or session; dispose or decontaminate reusable items after each patient contact as per Standard Infection Control Precautions (SICPs).
5. A single session refers to a period of time where a health care worker is undertaking duties in a specific care setting/exposure environment e.g. on a ward round, providing ongoing care for inpatients. A session ends when the health care worker leaves the care setting/exposure environment.
6. Seasonal use should always be risk assessed and considered where there are high rates of hospital cases. PPE should be disposed of after each session or earlier if damaged, soiled, or uncomfortable.
7. Non-clinical staff should maintain 2m social distancing, through marking out a controlled distance; sessions use should always be risk assessed and considered where there are high rates of community cases.
8. Risk assessed use refers to utilising PPE when there is an anticipated/likely risk of contamination with splashes, droplets of blood or body fluids.
9. Initial risk assessment should take place by phone prior to entering the premises or at 2 metres social distance on entering; where the health or social care worker assesses that an individual is asymptomatic with suspected/confirmed case appropriate PPE should be put on prior to providing care.
10. Risk assessed use refers to utilising PPE when there is an anticipated/likely risk of contamination with splashes, droplets or blood or body fluids.
11. For explanation of shielding and definition of extremely vulnerable groups see guidance: <https://www.gov.uk/government/publications/guidance-on-shielding-and-protecting-extremely-vulnerable-persons-from-covid-19/guidance-on-shielding-and-protecting-extremely-vulnerable-persons-from-covid-19>