

28/03/2020

COVID Assessment Hub Information for Primary Care

As of today, Saturday 28 March 2020, to protect patients and staff, walk-in services across Oldham will change temporarily. A dedicated COVID Assessment Hub has been created to allow patients who need to be seen face-to-face with potential COVID-19 symptoms, but do not require emergency care.

The Hub has two functions:

1. It will be a central contact for care homes with the ability to hold video appointments (equipment will be going to all care homes in Oldham to enable this)
2. A central coordination point for health and social care where possible COVID-19 is suspected

The Hub is open 24/7 with 3 clinicians in place from 8am-8pm and gtd covering from 8pm-8am. Please note that the Hub is only for patients with potential COVID-19 and practices are expected to continue to see and treat non suspected COVID-19 patients through their usual provision.

After the initial launch of the Hub, the plan is to increase the size and capacity as the service is required. The Hub is designed to take some of the pressure primary care has experienced over recent weeks.

Clinicians will be able to access patient's notes through Emis via IGP Care 7 day access service, they will be utilising AccuRx for video consultations and they will have use of the AdAstra system, as of out of hours.

The Hub is located on the lower ground floor of the Integrated Care Centre (ICC) and patients can only be seen if they have an appointment, booked directly through their GP or through NHS 111. Initially booking into the Hub will be done by calling the central number through the digital hub – **0161 934 2830**. A direct booking platform is in the process of being implemented through Emis, we will you know as soon as this is live.

The Hub houses 5 clinical rooms that will be used on rotation to allow full deep cleaning in between patients and a digital area that will allow for telephone and video triage and focus on supporting care homes – with the ability to visit when required.

When experiencing challenging times like we have recently, care homes are particularly vulnerable and we want to be able to support them as much as possible. As mentioned above, the Hub will be a central contact for care homes who suspect they have a patient with potential Covid-19 symptoms. Care homes are being provided with the relevant equipment, including:

- Phones to enable video consultations
- Pulse oximeters
- Blood pressure machines

- Digital thermometers

This will help care homes across Oldham access primary care remotely.

As these particular patients have potential COVID-19 symptoms, they will be completely separate from other patients (with non COVID-19 symptoms) using services within the ICC. Appropriate measures have been put in place to ensure the safety of patients and staff; there is a staff entrance and a potential COVID-19 patient entrance.

Upon arrival to their face-to-face appointment, patients are being asked to wait in their cars and staff will call them on the mobile phone number they have provided when the Hub and clinicians are ready to see them - there is no waiting area in the Hub.

Once they receive a call from the Hub, patients will be directed to use the intercom system to access the Hub.

The digital hub will allow for two way communications with GP practices, this means that we will be able to flex and pool resources as required. If you have any questions about this, please speak to your PCN Lead.