



COVID-19 CLINICAL SOLUTIONS

What did you do?

We promoted the use of templates within 2 different GP systems of choice (EMIS Web and TPP-SystemOne) at the onset of the COVID-19 outbreak to help clinicians deal with COVID-19 patients in a systematic uniform way.

Who are you?

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What was the problem?

Guidance from PHE at the beginning of the COVID-19 campaign kept changing, leading to confusion amongst clinicians as to how to risk stratify a patient based on their COVID-19 risk. Introduction of new tools, such as telemedicine and video conferencing, added a new dimension to how health care was delivered.

What was the solution?

North Lincolnshire CCG employed Ardens (TPP-SystemOne solution) and Primary Care Pathways (EMIS Web solution) to provide clinical templates across all 19 GP practices in North Lincolnshire. The CCG coordinated the installation for each practice to ensure that the templates were available for all clinicians to use in a general practice setting. The CCG then co-ordinated the use of these templates via our out-of-hours service provider to ensure continuity solutions across different healthcare settings.

The initial few weeks proved challenging; as PHE guidance kept changing, so did the templates. We worked very closely with our providers who were excellent in keeping us updated as to what the changes were. We developed training videos to show how the templates need to be used and then used our YouTube Channel and clinician WhatsApp group to share the training videos alongside the traditional route of generic emails.

The templates provided have helped create a consistent, evidence-based approach in:

1. Risk stratification of COVID-19 SHIELD patients and printing pre-populated advice letters
2. How to code effectively (i.e consent; telephone or video consultation; clinical findings)
3. How to clinically assess a patient for possible COVID-19 symptoms
4. How to prescribe electronically in end-of-life care
5. How to manage a patient who has had care deferred so that an automated list, which is auditable, can be used as a point of reference to ensure that care is followed through when COVID-19 restrictions are lifted.

Where can we find out more?

<https://www.youtube.com/watch?v=j7B5SUr7S4&t=3s> – posted 10/4/2020

https://www.youtube.com/watch?v=gj4gfw_P41I&t=9s – posted 11/4/2020

<https://www.youtube.com/watch?v=O2bk1M3P8qk&t=9s> – posted 11/4/2020

<https://www.youtube.com/watch?v=PURN7rpY3tU&t=5s> – posted 16/4/2020

<https://www.youtube.com/watch?v=h3Ggc97kDsw> – posted 27/4/2020

<https://www.youtube.com/watch?v=3P9pG3WlpMk&t=5s> – posted 4/5/2020

<https://www.youtube.com/watch?v=-lefVdAQ0pM&t=4s> – posted 4/5/2020

<https://www.youtube.com/watch?v=rk4OL97IGj8&t=5s> – posted 4/5/2020

<https://bjgp.org>