



COVID-19 CLINICAL SOLUTIONS

What did you do?

We rolled out the Urgent and Emergency Care (UEC) RAIDR app to all practices in the North Lincolnshire locality in order for them to be able to centrally submit their daily sit-rep information, including any staffing pressures, PPE shortages, or any other issues.

Who are you?

Adam Ryley, North Lincolnshire Primary Care Team.
Erica Ellerington, North Lincolnshire Primary Care Team.

What was the problem?

Practices weren't able to submit this information electronically in a central place, and it took time for primary care to call round all practices on a weekly or daily basis. The sit-rep saves all this time and allows the CCG to focus on only practices who indicate issues.

What was the solution?

This was a real success. All practices in North Lincolnshire downloaded the UEC-RAIDR app, which has proven a success with issues being raised and picked up much quicker. An example of this was a practice had staffing issues due to COVID-19, which was picked up instantly on the app enabling the CCG to support the practice.

- 19 Practices have signed up for the UEC-RAIDR app.
- 19 practices send a daily sit-rep, which is received by the CCG.
- 3 Practices so far have reported higher operational pressure levels, which have all been followed up with a phone call by the CCG for support.

Where can we find out more?

<http://uecnetwork.co.uk/our-work/uec-raidr-app>

<https://bjgp.org>