

Beech Hall Primary Care Covid Centre update 7th April 2021

Dear Colleagues

Many thanks for your continued support of the work within the Beech hall Primary Care COVID Centre.

We are writing to relay a number of important reminders.

Please note – this update refers to Beech Hall Primary Care Covid Centre (PCCC) only.

INDUCTION

- All GPs working in Beech Hall (including those working on behalf of practices) **must** have an induction before their first shift. This is usually provided via Zoom. If you need induction or an update, please email Belfastrota@easternfsu.co.uk to arrange a suitable time.

PROFESSIONAL CONDUCT

- Beech Hall PCCC operates a Zero Tolerance Policy.
- Everyone should treat all colleagues fairly and with respect, as per GMC Duties of a Doctor.
- Please ensure you are able to attend and contribute for the entire scheduled shift.

Do not arrange any other commitments whilst due to be in Beech Hall PCCC. If an emergency does arise during your shift necessitating that you leave early or arrive late please communicate this directly with the Lead Nurse in Beech hall PCC.

REFERRALS INTO BEECH HALL PCC

Threshold for referral:

Please continue to only refer patients who are presenting with COVID-19 symptoms (ie. continuous cough, temperatures or change to taste/smell), or those who are isolating due to contact with someone else who has COVID-19 symptoms, and have a medical problem that requires a face to face appointment, that cannot wait until they no longer need to isolate.

- If a patient does not have these symptoms, or a face to face appointment is not required for the assessment of the patient, a GP in Beech hall will link in to discuss the referral.
- As referrals should only be for those with COVID-19 symptoms, or contact with a symptomatic person, all patients being referred here should be

advised to isolate themselves and any close contacts as per official advice. They should not be in work/at school. They should only leave their house for a medical assessment or for testing purposes. They should not use public transport.

- There is no access to blood tests, ECGs, dressings or imaging in Beech hall PCCC. If you feel a patient needs any of these (eg chest pain), please either arrange them yourself, or consider if the patient needs directly referred to the Emergency Department.
- Please advise patients that they are being referred to Beech Hall PCCC, and why they are being referred. Let them know that the Beech hall PCCC team will contact the patient will be by phone to arrange an appointment. When contacted by us, those patients who tell us they do not wish to be seen will be told to contact the referring GP again.
- Beech hall PCCC offers a same day service assessment service – all patients needing seen will be seen on the day of referral. If someone doesn't want seen on the day of referral, they will be passed back to you for follow-up the following day – they can then be re-referred as needed.
- Appointment times will be arranged a based on slot capacity and demand - patients cannot choose an appointment time, although reasonable flexibility will be considered and offered.
- Please check the contact number for the patient before referring – incorrect details, or patients not answering their phone, causes delays and may result in the referral being returned to you if we cannot make contact.

Beech hall PCCC contacting the referring Practice

- You may want to consider providing a direct practice contact number at the time of the referral. This expedites our ability to contact you if the GP at base needs to clarify any details in the CCG referral.

Practices Contacting Beech hall PCCC

- If you wish to discuss a referral or for any urgent queries please contact the Beech Hall PCCC Covid Admin hub on 028 9615 2030. Do **not** give this number to patients, as it is intended for health professionals only.
- Do not ring Beech Hall Health and Well Being Centre Reception number for details relating to the PCCC - please ring hub directly.
- For **non urgent queries**, please email Dr Conan Castles (Deputy Lead) at Conan.castles@belfasttrust.hscni.net - please note this is a new email address,

Safety Netting

- Please ensure you have appropriately 'safety netted' any patient you have referred to us. We suggest that you would advise a patient to contact your practice again, or GP OOH, if they have not heard from us within 1 hour.
- We would also suggest advising patients to consider ringing 999 if their condition deteriorates whilst awaiting contact from Beech Hall PCCC

Beech hall PCCC Catchment area:

- All Belfast GPs (ie those that are part of the Belfast GP Federations) should send referrals via CCG to Beech Hall PCCC. This is regardless of the location of the patient's address.
- Referrals from OOH providers should also follow the same rule – any patient registered to a Belfast GP should be sent to Beech Hall regardless of their location
- If the patient's address is outside of the Belfast the area, the staff in Beech Hall PCCC will contact the other assessment centres as necessary and appropriate.
- In agreement with the Health and Social Care Board and other Covid Centres, it is not possible to facilitate appointments at alternative centres based purely on patient preference.

COVID19 TESTING

- There is no routine testing performed in Beech hall PCCC.
- Please advise anyone needing tested to use the online or phone booking systems for testing.

STANDBY OOH SESSIONS:

- In Beech Hall PCCC the use of the standby is to provide cover if shifts are unfilled, when a GP is absent due sickness or when the service has reached capacity with the existing team and additionality is required.
- Standby rates are £25 per hour. If you are called in, you will be paid the normal evening/weekend rate for the time (instead of the standby rate, not in addition).
- The standby GP must available within 30mins of being called.
- GPs working in a standby capacity **must** contact Beech hall PCCC at the start of their shift to advise the administration team of an appropriate contact phone number.

Please ring the Beech hall Admin hub 028 9615 2030. Failure to do so will result in non-payment for the shift.

FIT TESTING/FFP3 masks

- Anyone who had FIT testing arranged via Beech Hall PCCC, and confirmed suitability for 1863, 1873V and 8833 masks will need to contact to arrange a retest, as these masks are due to expire in March 2021.
Please email Leanne.Rooney@belfasttrust.hscni.net (Beech hall PCCC Lead Nurse) to request FIT testing.

If you have any queries regarding the content of this update please make contact.

Again, many thanks for your continued support

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