**Highgate Medical Centre.**

**SOP for Infection Prevention and Control measures during current COVID -19 Pandemic,**

**Key principles for general practice**

• All patients are triaged remotely.

Patient reporting covid symptoms are sign posted to the self-testing via Gov. Web site <https://www.gov.uk/guidance/coronavirus-covid-19-getting-tested> or referred to the LLR GP Covid 19 hot hub if clinical face to face assessment is required via Systemone

• Remote consultationsare used when possible, making reasonable adjustments for specific groups when necessary.

• Video consultation capability is used and video consultations/ submission of photographs are offered to patients when appropriate via accuRx to support clinical decision making

An online consultation systemis also in place using engage consult to support total triage.

**Where on site face to face appointments are required:-**

All Patients are triaged by reception staff on the day of the booked appointment whether by phone or SMS text to confirm they have no Covid related symptoms and if so they are not to attend the surgery.

All patients are advised to use face coverings while attending the surgery (face masks are provided to those patients who do not have their own face coverings)

Patients are advised not to attend early for appointment to prevent the waiting room becoming congested, and may be asked to wait in their car until called if the clinician is running behind allocated appointment times. Seating in the waiting room has been reduced to support 2 meter distancing requirements

Hand sanitiser is available for patient use in the waiting areas and patients are encouraged to use on entry and exit from the surgery.

Patients are asked to attend alone to appointments unless in special circumstanced ( i.e parent attending with a child)

A two meter distance is maintained between patients and reception staff and marked in the waiting room to ensure safety of patients and staff. A reception screen in also in place.

Hand sanitiser is available in the reception area for staff use.

The self-touch screen has been deactivated to avoid potential infection risk.

All staff (clinical and non-clinical) wear face masks/or coverings while on site in the surgery

All clinical staff wear facemasks; disposable aprons or gowns; disposable gloves and eye goggles or face visor when in face to face consultation with patients in line with current guidance <https://www.gov.uk/government/publications/wuhan-novel-coronavirus-infection-prevention-and-control/covid-19-personal-protective-equipment-ppe>

All single use PPE is removed after individual patient contact, and hands are washed.

Hand sanitiser is also available in all consultation and treatment rooms.

All hard surfaces in treatment room’s areas are sanitised with disinfectant wipes between patient use.

The practice has a designated isolation room for patients requiring clinical of none Covid based symptoms in the surgery.

The practice has extended appointment times allocated to allow correct donning and doffing of PPE and room cleaning between each patient use.

The use of PPE has been discussed with all clinical and non-clinical staff during practice zoom team meetings.

Staff to staff contact in the practice is whenever possible is kept to the 2 meter distancing requirements, and is kept to a minimum by the use of screen messages, telephone discussion or zoom conference calls.

All staff are aware of the Isolation and screening requirements if they develop Covid related symptoms, and that they must not attend work if they have any clinical Covid related symptoms.

July 2020