**NH PCN COLD SITE CRIB SHEET:**

* All practices remain open core hours ( 0800- 1830) for contact by telephone.
* Although doors will remain closed we must ensure patients know we are open for business.
* All face to face appointments will now be at Nursery Lane Medical Centre.
* Telephone messages to reflect new way of working. If needed a standard message can be circulated.
* Prescriptions to be encouraged to be ordered online /by email or on occasion agreed by clinician on the phone.
* All prescriptions to go EPS

**PLEASE FOLLOW THE GUIDELINES FROM CALDERDALE ON TRIAGING FOR ADMIN AND CLINICIANS**

*(This is accessible on the LMC website easily)*

Please ensure staff are briefed regularly, maintain social distancing and decontamination of any surfaces /phones etc. Minimal footfall is essential even with staffing.

**ADMIN:**

Answer calls and populate task lists/telephone lists as agreed by each practice

**ALL FACE TO FACE APPOINTMENTS TO BE BOOKED AFTER ADEQUATE TRIAGE BY A CLINICIAN ONLY**

**CLINICIANS:**

* Please triage in accordance to the guidelines
* Wherever possible remote consultations must be completed
* Remember we are trying to protect ourselves, patients and the public
* There will be 3 face to face appointment slots AMBER AND RED AND HOME VISITS
* All patients must have a valid contact number when booked. They must be told they may be re triaged before they are seen at the discretion of the clinician seeing them
* They must wait in the car park until the clinician telephones them and lets them in
* They may be asked to wear a mask before entering (RED) and also to go in alone unless a child where 1 carer may accompany them
* Please tell them to remove outer layers in readiness for examination.
* Following consultation they will be asked to return to the car park and a telephone call to discuss management will be done with EPS if needed
* All these measures are to reduce contact time for clinicians

APPOINTMENTS: Will be available to book on GP Connect. In the event of IT difficulties access to Lister Lane System1 will be granted temporarily.

***Any access will be audited so please always follow IG rules strictly***

**AMBER: (please note asymptomatic people can still be carriers so you must still use PPE and therefore book in with caution)**

**Nursing appointments:** Nurses to triage and make sure only essential appointments baby imms, zoladex, B12 (can defer after triage) dressings, essential urgent bloods (for bloods please ask a GP/AP before booking), recall smears

**GP/AP Appointments:**

**AMBER:**

**Any urgent/ essential face to face appointments that have no respiratory symptoms and cannot definitely be dealt with remotely.**

**RED:**

**Any urgent respiratory, unwell (fever etc.) patients who cannot be dealt with remotely**

**HOME VISIT:**

**Any patients that can’t be dealt with remotely and won’t wait until after isolation/shielding complete**

**Too unwell to attend face to face site**

**THIS WILL BE UPDATED REGULARLY AS GUIDANCE IS CHANGING ON A DAILY BASIS.**

**KEEP SAFE EVERYONE**