

Direct Booking into General Practice from NHS 111 and CCAS via GP Connect

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Welcome



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The new COVID Clinical Assessment Service (CCAS) which has been setup to ensure that patients contacting NHS 111 and presenting with COVID-19 symptoms receive appropriate, fast and streamlined care.

This webinar will outline:

- How CCAS will work
- The technical and operational processes GP practices need to implement to support CCAS

- **National policy**
- **Regulations**
- **Patient flow**
- **From policy to practice**
 - What practices need to do
 - List options
 - List management in practice
- **Communications to patients**
- **GP Connect**

To ensure patient flows between services are as smooth as possible, and to take account of demand and system capacity, the following processes should be implemented –

Patients who contact NHS 111 by phone or online will be triaged for COVID-19 symptoms

Patients who receive a COVID-19 disposition will be:

- transferred as an urgent hospital admission (cohort 1 - severe symptoms)
- **transferred for a clinical assessment to the COVID Clinical Assessment Service (CCAS)** (cohort 2 - significant symptoms)
- given self-care advice (cohort 3 - mild symptoms)

CCAS will triage the patients and direct the patient into the most appropriate care pathway

Patients with significant symptoms will be booked into the practices NHS 111 CCAS prioritisation list (nominal appointment list)

Clinically assessed patients with non-COVID symptoms may also be booked into this list

The practice must prioritise patients in their nominal appointment list based on the NHS 111 or CCAS assessment and arrange their ongoing management.

The nominal prioritisation list/slots must be regularly reviewed by the GP practice.

NHS 111 direct booking

It is a key priority for management of the COVID-19 pandemic to establish an efficient triage system that is safe for patients and NHS workers.

General advice for people who feel unwell:

- visit NHS 111 online
- or ring NHS 111
- be triaged into the appropriate stream.

There will be a significant cohort of patients who are unwell and need to see a clinician, many of those patients will need to be referred to their GP.

Previously, practices were required to make one appointment per 3,000 registered patients per day available for direct booking by NHS 111 this has been superseded.

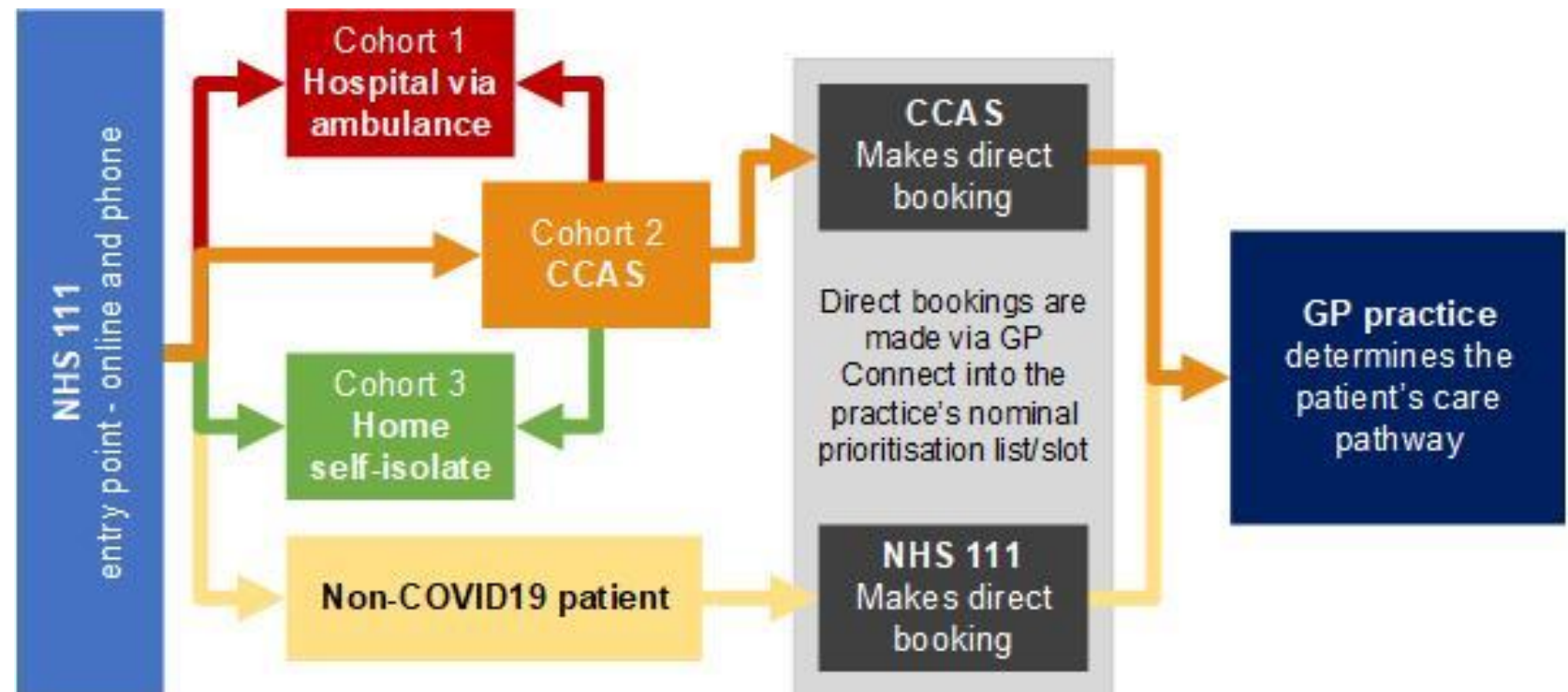
From 30 March 2020 until 30 June 2020 all practices in England must make **1 appointment per 500 registered patients per day available** for direct booking by NHS 111.

What is CCAS and patient flow

What is CCAS

The COVID Clinical Assessment Service (CCAS) is a remote telephone-based service staffed by clinicians.

- It does not offer face-to-face assessments
- It clinically assesses patients and determines the severity of their COVID-19 related symptoms
- The CCAS clinicians will have access to the patient's GP record via the GP Connect HTML view or SCR.



COVID-19

From policy to practice

What practices need to do

- The 1:500 also includes the original 1:3000 NHS 111 directly bookable appointments
- Both non-COVID-19 clinically assessed referral and COVID-19 clinically assessed referrals will be added to the nominal prioritisation list
- Practices need to make sufficient number of appointments available to meet demand and initially this may be less than 1:500.

There is a need to review and regularly adjust the number of appointments you make available

Patients will be transferred with a disposition from CCAS. Based on this disposition, GP practices will need to:

- review the cases and prioritise the patients in order of clinical urgency – not based on the appointment time
- arrange ongoing management

To ensure that CCAS will work and patients are managed appropriately, each GP practice will need to:

- Setup their clinical system, so that CCAS and NHS 111 providers can refer patients to them
- Implement new operational processes to ensure that once referred, patients are picked up and assessed

List options

Preferred option

Expected to be used by the majority of practices, and involves the creation of a new 'NHS 111/CCAS prioritisation list'.

This list must be regularly checked and patients added to it, whether they are identified as COVID-19 or not, triaged and seen within an appropriate timescale.

Alternative option

An alternative solution could be used by small or single-handed practices, for whom it would be difficult to maintain two lists and ensure that the NHS 111 and/or CCAS referrals are regularly checked.

However, it is imperative that these referrals are assessed when they arrive. System functionality will enable them to be flagged (possibly through colour coding) to make these more obvious.

NHS 111 and CCAS - communication to patients

Patients are advised that:

- Their GP practice will be notified
- The practice will contact them by phone or text
- They cannot be given a time for an appointment
- This is not a face to face appointment



Enable and configure GP Connect

GP Connect for Appointment Management and Access Record functionality have been enabled centrally to support the NHS Response to COVID-19. Practices and Hubs will need to configure their appointments to be shared with NHS 111 and CCAS.

Clinical system instructions - EMIS Web and TPP SystemOne

Guidance on '[Set up GP Connect in your GP practice clinical system](#)' is available [here](#).



ODS code

To ensure that appointments will be available to national and local NHS 111 and CCAS, the ODS codes of all NHS 111 organisations should be added to your local booking rules and organisation groups.

The CCAS ODS Code is **RYEA3**. A full list of all NHS 111 ODS Codes can be found on the GP Connect website.

✓	1:500 replaces 1:300
✓	Practices need to make sufficient number of appointments available to meet demand and initially this may be less than 1:500
✓	Setup your nominal prioritisation list/slots
✓	Regularly check your nominal prioritisation list/slots for new bookings
✓	All NHS 111 (national and local) and CCAS will book into the nominal prioritisation list/slots; this is for both COVID-19 and non-COVID-19 patients
✓	Local variations can be agreed, e.g. Hubs

Guidance

Final draft guidance is available on FutureNHS in Digital Primary Care

Login to FutureNHS and click on this link

[to access the guidance document](#)

Thank you for joining



Contact emails:

- GP Connect – gpconnect@nhs.net
- Digital Primary Care – digitalprimarycareengland@nhsx.nhs.uk

Next Webinar

Digital Primary Care: Direct booking into general practice from NHS 111 and CCAS via GP Connect
Overview and Q&A from previous webinar

Tuesday 12 May 2020 17:00 – 18:00

[Click here to book](#)