

SEL COVID pathways

SEL long term condition (LTC) management during COVID-19 and beyond

This document will be reviewed weekly and updated where required:

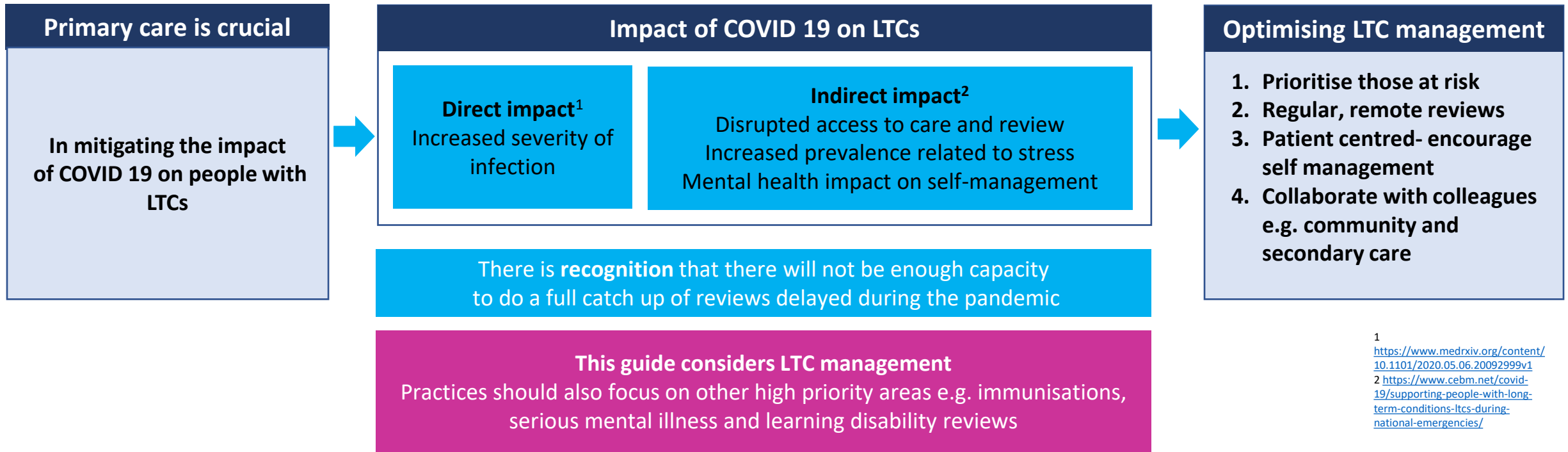
Available on

<http://gp.selondonccg.nhs.uk>

21st August
No update

For Power Point version of this document for adapting to local use please
contact CES or visit <http://www.clinicaleffectivenesssouthwark.co.uk/>

SOUTHWARK LTC CARE DURING COVID-19 PANDEMIC AND BEYOND



New ways of working

Remote consulting

Remote monitoring

Opportunity to prioritise those at greatest risk

New team members e.g. Pharmacists, Social Prescribing Link Workers

Support available in Southwark

[Clinical Effectiveness Southwark \(CES\) guides](#)

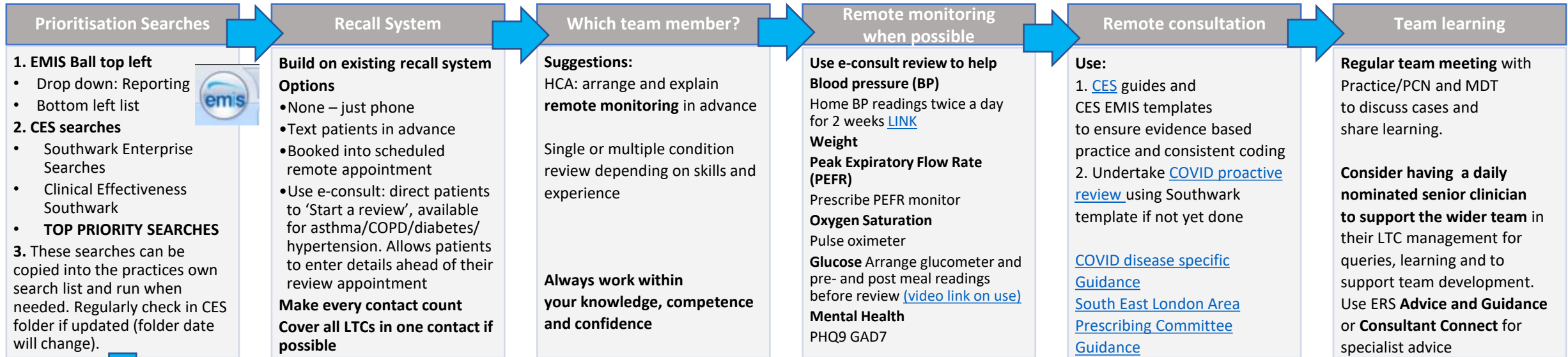
Top priority searches (p.3)

[SEL CCG Covid-19 Clinical Support website](#)

Clinical and patient resources (p.5)

[South East London Area Prescribing Committee Guidance](#)

SOUTHWARK LTC CARE DURING COVID-19 PANDEMIC AND BEYOND: PRIORITISING CARE



Suggested FIRST WAVE LTC prioritisation searches

Using existing searches on EMIS in Southwark

Use [Clinical Effectiveness Southwark Guides](#) and CES EMIS templates for LTC review, to ensure evidence based practice and consistent coding

Asthma prioritisation	COPD prioritisation	Heart Failure prioritisation	Hypertension prioritisation	Type 2 Diabetes prioritisation	AF prioritisation
<p>Patients with excessive Short Acting Beta Agonist (salbutamol) use A08 (adult) A15 (child)</p> <p>Use e-consult asthma review and remote PEFR monitoring Prescribe PEFR monitor before contact. Consider video consult to check inhaler technique.</p> <p>Video consult to assess inhaler technique Help from Asthma UK inhaler videos</p>	<p>BMI ≤ 18 CO02</p> <p>>2 exacerbations in last 12 months CO09</p> <p>On Inhaled corticosteroid CO05</p> <p>Use e-consult COPD review</p>	<p>All patients with HF HF001</p> <p>SEL guidance on management of HF during COVID pandemic</p>	<p>BP>160/100 HYPO2</p> <p>If possible have home BP monitor and do twice daily reading for 2 weeks before consult</p> <p>E-consult hypertension review page allows patients to submit BP readings</p>	<p>HbA1c > 75mmol/mol (9%) DM09</p> <p>Additional searches for high risk patients and foot check guidance and patients searches available Here. Diabetes Book and Learn are now offering digital patient support. Use e-consult diabetes review, remote BP, weight and glucose readings.</p>	<p>CHADVASc ≥ 2 not on anticoagulation AF07</p> <p>CHADSVASc ≥ 2 on aspirin alone AF05</p>

REMOTE CONSULTING FOR LTC DURING COVID-19 PANDEMIC AND BEYOND

Before you get started: practical tips

Use CCG/practice provided safe and secure platforms for remote consulting

General

- Remote consulting has the same status as face to face consulting:
 - Avoid interruptions
 - Ensure you are in a confidential and comfortable place

Telephone consulting

- Use a headset if possible. It leaves your hands free, saves a cricked neck and is easy to use once you get used to it

Video consulting

- Make sure you are in a well lit room
- You need good reception if using AccuRx on your phone
- Position your phone or screen to allow you to look into your camera for best 'eye contact'
- Document verbal consent for video consult
- Confirm and document who is in the room – both at the surgery and at the patients home
- Never take a screen shot of a video consultation on your phone or practice PC. Do not record any video or telephone conversation unless there is a specific reason to do so and you have obtained explicit, informed consent. Reassure the patient that no recording of the consultation will exist
- If possible, offer a chaperone for sensitive examinations, Only those for whom it is appropriate should be in the room. Clearly explain the reason if an intimate examination is necessary and seek explicit consent or arrange a face to face contact.
- Have an adult or carer present for children, unless the child has Gillick competence, and document who they are.
- Be clear when you are terminating the consultation
- Consider asking reception team to help patients who are struggling – allowing you to move to the next patient while they learn how to use the technology.

Remote consulting: Getting Started

- ① **Context:** document - 'Remote consultation during COVID-19 2020 Pandemic'. We may be consulting differently during this time and this will help to remind us in future when looking back. This can be done by EMIS synonym - click on word document below on how to do this.
- ② Record the consultation in the patient notes using [EMIS synonym](#)
- ③ **Introduction and reason for your call:** check the patient is happy to proceed and give an idea of how long it will take
- ④ **Confidentiality and demographics:** Confirm patient name in full, DOB and 1st line of address
Use EMIS synonym to add: 'patient identity checked and confirmed (see word document above).
You may want to ask for formal ID if a potential safeguarding issue and you do not know the patient
- ⑤ **Explain what you hope to cover in the call:** e.g.
'Today I am hoping to do a full asthma review as we would normally do face to face in the practice. We will have a conversation about your asthma, I will need to ask a number of questions and record this as we go.'
- ⑥ **Use the templates:** CES for disease reviews and **Southwark Pro-active care** for COVID-19 pro-active review

Remote consulting: The Consultation

- ⑦ **Start with patient concerns:** check patient expectation and what they would like from today's conversation
- ⑧ **Remote monitoring:** Have they managed to do a BP, PEFR, weight etc? Do they have their inhaler handy? If not – it may be best to explain what would be helpful, and arrange to contact back later
- ⑨ Confirm and document who else is involved in their care e.g. hospital or community teams
- ⑩ **Make a plan together and:**
 - **Safety net:** explain when and how to seek advice. **Reassure that services are still running and they are able to contact GP services**, ideally online – or by telephone. Discuss any concerns about accessing care during COVID 19
 - **Signpost to support and resources:** see next page
 - **Arrange review as needed**
 - **Blood tests:** phlebotomy services are running in Southwark, check opening times as these may vary. We are awaiting guidance on when to undertake routine monitoring – until then – decide on a case by case.

SOUTHWARK LTC CARE DURING COVID-19 PANDEMIC AND BEYOND

Wellbeing services and support for patients

General support

SOCIAL PRESCRIBING LINK WORKERS

Offer remote assessment and signposting and tailored support

Welfare
Bereavement
Benefits and housing
Healthy lifestyle advice

Access to befriending, volunteers and community groups

Refer via Elemental on your EMIS system or via email – links below

[North Southwark](#) (QHS)
[South Southwark](#) (IHL)

[SOUTHWARK WELLBEING ADVICE LEAFLET](#)
[SOUTHWARK APPROVED LIFESTYLE APPS](#)
[SOUTHWARK HEALTHY LIFESTYLE OFFERS](#)

[SOUTHWARK WELLBEING HUB](#)

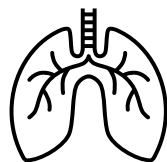
[NHS APPS LIBRARY](#)

Disease specific support

ASTHMA

[Asthma UK](#)

Asthma UK Patient Helpline 0300 222 5800
British Lung Foundation Patient Helpline
03000 030 555



HEART FAILURE

[British Heart Foundation support for patients with HF](#)



DIABETES

[Diabetes UK](#)

[Diabetes Book and Learn](#) on-line support and remote education, accessible website and patient self-referral



COPD

[NHS Advice on living with COPD](#)

ATRIAL FIBRILLATION

[British Heart Foundation advice on living with AF](#)

HYPERTENSION

[British Heart Foundation top tips](#)

Wellbeing services and support for staff in Southwark

Remember to look after yourself and your colleagues too. [Resources for staff wellbeing.](#)