

Guidance for GP Practices on the Isle of Man –18th November 2020

GP Practices have remained open for patients during the covid 19 emergency period. This guidance updates previous guidance and sets out the processes GP Practices should follow during this phase of the covid 19 emergency.

During this phase:

- GP Practices should continue to be vigilant for potential cases of covid 19
- Ensure that they work to the current SOP which details the specific ways in which Practices should work
- Consistently comply with the PPE guidance provided by the DHSC – set out in the appendix below

General Guidance

Social distancing, workplace hygiene and good hygiene practices

Practices will be expected, within their premises, to adhere to the guidelines currently in place. Guidance can be found here <https://covid19.gov.im/general-information/social-distancing-and-good-hygiene/>

Providing treatment to patients

Every patient will need to be triaged and the most appropriate treatment provided. Face to face treatment should be provided where necessary and clinically indicated and safe to do so.

Aerosol generating treatment can take place, with the appropriate risk assessment, cleaning procedures and personal protection equipment (PPE) in place.

Risk Assessment

Each Practice will carry out and document their own risk assessments in line with their insurance and regulator guidance for all elements of the Practice.

Each Practice will be provided with a supportive visit from a team, comprising of a member of the infection control team, a primary care representative and where possible a member of the profession.

PPE

Appropriate PPE will need to be used, the link for Primary Care PPE use is [here](#)

Specific Guidance

All patients should be triaged by phone prior to being given an appointment.

Patients that can safely be consulted with over the phone can be.

Patient who need a face to face appointment should be brought into the surgery.

Ensure that general guidance is followed in instances where patients attend the surgery for day to day enquires and for example collection of prescriptions.

Triage and Referral

Practices should:

1. Continue to provide a full triage-first model that supports the management of patients and identify from the questions below whether patients are high or low risk (and treat patients accordingly). This includes providing appointment using telephone, video and online consultation technology as well as face to face appointments where it is more appropriate to do so.

Undertake a **COVID-19 assessment** for all patients and provide self-isolation advice (<https://covid19.gov.im/>) to those with the following:

- a) Do you have a new or persistent cough?
 - b) Do you have a fever or temperature over 37.8C?
 - c) Do you have a change in your sense of smell or taste?
 - d) Have you had contact with a person who has tested positive for COVID-19 in the last 14 days?
 - e) Have you travelled off-Island in the last 14 days?
 - f) Is there anybody currently in your household isolating?
2. Make safe arrangements for patients to collect any prescriptions, or assisting with getting medications to a patient if they are unable to collect their prescription themselves (or have someone collect it on their behalf).
 3. Keep appropriate records of all patient contacts, including care management and onward referrals.
 4. Ensure any onward referrals are made via the appropriate electronic referral template. This will require patient details, medical history, medications and COVID-19 status plus the presenting complaint, diagnosis and treatment request.
 5. Ensure, if face to face consultations take place at the practice, that strict decontamination policies have been followed and adhered to, before and after every

patient has attended who has or is suspected to have (after examination) Covid symptoms.

6. Ensure all staff are equipped with the appropriate and correct PPE if undertaking any face to face consultations with Covid symptomatic patients.