

Virtual Patient journey in General Practice Health centre

NO SYMPTOMS: NO COUGH, NO LOSS OF SMELL OR TASTE

ON ARRIVAL IN CAR PARK

- Maintain 2M social distancing
- Maintain face covering until leaving the building

TELEPHONE TRIAGE & ARRIVING AT THE DOOR

- Maintain 2M social distancing
- Advise Patients to wear face covering or provide with mask.
- Patient remains outside until social distancing can be ensured.

JOURNEY TO WAITING ROOM

Face covering for patient

WITHIN WAITING ROOM

- Waiting room 2M social distance
- Face Covering
- Hand hygiene
- Routine clean

Guidance on cleaning available at: <https://www.niinfectioncontrolmanual.net/>

JOURNEY TO CLINICAL ROOM

- 2M Social distance

JOURNEY OUT

- 2M Socially distanced
- Face covering

WITHIN TREATMENT ROOM

- Mask
- Hand hygiene
- Gloves for examination
- Apron if closer than 2 M
- Social Distance

JOURNEY TO TREATMENT ROOM

Normal journey to socially distanced 2M waiting area

CLINICIAN IN SURGERY

- Mask
- Hand hygiene
- Gloves for examination
- Apron if closer than 2 M

▶ Post patient clean

No special clean

▶ Room airing

None

CLINICIAN ROOM

- Reduce clutter
- Washable Surfaces

END OF DAY PRACTICE

It is Good practice to terminal clean surgery at end of every day (as per guidance), this reduces the exposure if any patient later found to be Covid Positive. In the event of a patient later diagnosed as COVID positive all exposed areas in the practice should receive a terminal clean and the advice of contact tracers followed. This informatic should be read in conjunction with the latest UKIPC Advice:

https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/910885/COVID-19_infection_prevention_and_control_guidance_FINAL_PDF_20082020.pdf

Virtual Patient journey in General Practice Health centre **WITH SYMPTOMS OR COVID POSITIVE**

***Any patient with COVID symptoms should not attend GP Surgery unless it is urgent or an Emergency**

ON ARRIVAL IN CAR PARK ★

- Maintain 2M social distancing
- Advise patients to use face covering /mask until leaving the building
- Remain in car until called in

TELEPHONE TRIAGE & ARRIVING AT THE DOOR

- SEPARATE ENTRANCE
- Maintain 2M social distancing
- Advise Patients to wear face covering either their own / issue them a mask
- GO DIRECTLY TO CLINICAL ROOM
- No shared corridors

WAITING ROOM

PATIENT SHOULD NOT USE WAITING ROOM

JOURNEY TO CLINICAL ROOM

- Direct to clinical room.
- All areas need TERMINAL CLEAN after each patient

Guidance on cleaning available at: <https://www.niinfectioncontrolmanual.net/>

STAFF & BUILDING

TOILETS & CORRIDORS

No shared spaces, if toilet used terminal clean

RECEPTION STAFF

No contact with reception

STAFF TEA

Separate staff (Clinical and non clinical) cohort for dealing with Covid symptomatic patients

STAFF COHORT

Staff only. Staggered team breaks. Social distancing 2M

HOT DESKING

Clean after each use

JOURNEY OUT

- Separate journey each patient by separate corridor
- Terminal clean after each patient

WITHIN TREATMENT ROOM

- Directly into treatment room. Room not shared
- Terminal clean after each patient

JOURNEY TO TREATMENT ROOM

- Separate journey direct to clinical room
- Terminal clean corridor after each patient

CLINICIAN IN SURGERY

- Mask
- Hand hygiene
- Gloves for examination
- Apron if closer than 2 M
- Reduce clutter
- Washable Surfaces

▶ Post patient clean

Terminal clean all exposed surfaces after every patient

▶ Room airing

None, unless aerosol generation

→ END OF DAY PRACTICE

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