Systems Thinking: Primary Care and Care at Home During COVID

26 May 2020
WebEx Quick Reference

- Please use chat to "All Participants" for questions
- For technology issues only, please chat to "Host"
- WebEx Technical Support: 866-569-3239
- Dial-in Info: Communicate / Join Teleconference (in menu)
- All lines will be muted during the presentations, please chat in questions and comments to All Participants
Where to find resources from this call series?

Visit the IHI Europe Team webpage at http://www.ihi.org/regions/Europe.
Then click on ‘Resources’ listed in the left sidebar.
Thank you for all that you do everyday!
Thanks to Year 4 HIAE Members and partners in Europe

IHI Health Improvement Alliance Europe

http://www.ihi.org/Engage/collaboratives/Health-Improvement-Alliance-Europe/Pages/default.aspx
What about non-COVID health during COVID?

Excess mortality in England and Wales is declining, following the trajectory of other European countries. Change from baseline weekly deaths, by week.

What about…GP attendances? Mental health? Social care? Most vulnerable groups at home?
Today’s Presenters

Caren Walsh, MD, General Practitioner, Grosvenor Road Surgery

Nigel Hart, MD, Clinical Senior Lecturer, School of Medicine, Dentistry and Biomedical Sciences, Queen’s University Belfast

Valerio Mogini, MD, Head of Biocontainment, Italian Red Cross
Systems Thinking: Primary care, health and care at home during COVID

Dr Caren Walsh
Dr Nigel Hart
26th May 2020
Total Number of GP/MDT Contact per Week In Grosvenor Road Surgery

- Covid 19 pandemic
- Easter 2019
- Easter 2020

Number of contacts

Dates:
- 3/4/2019
- 3/6/2019
- 3/8/2019
- 3/10/2019
- 3/12/2019
- 3/14/2019
- 3/16/2019
- 3/18/2019
- 3/20/2019
- 3/22/2019
- 3/24/2019
- 3/26/2019
- 3/28/2019
- 3/30/2019
- 4/1/2019
- 4/3/2019
- 4/5/2019
- 4/7/2019
- 4/9/2019
- 4/11/2019
- 4/13/2019
- 4/15/2019
- 4/17/2019
- 4/19/2019
- 4/21/2019
- 4/23/2019
- 4/25/2019
- 4/27/2019
- 4/29/2019
- 5/1/2019
- 5/3/2019
- 5/5/2019
- 5/7/2019
- 5/9/2019
- 5/11/2019
- 5/13/2019
- 5/15/2019
- 5/17/2019
- 5/19/2019

2019
2020
Frequently asked questions: Coronavirus

We understand that it is a difficult time. We appreciate your continued support and understanding during this challenging time. We want to make sure you only contact the surgery if absolutely necessary due to the current situation.

Below are some commonly asked questions:

**What are the symptoms of COVID-19?**
- A new continuous cough
- A high temperature
- Loss of or change in your normal sense of smell

**How do I self-isolate?**
- Stay at home for 7 days
- Avoid contact with other people
- Keep your distance from others
- Stay in a separate bedroom if possible

**What should I do if I have symptoms?**
- Call 111 or contact your doctor
- Follow the advice given by your doctor or local health authority

We are here to support you during these difficult times. Please do not hesitate to contact us if you have any concerns or need assistance.
Grosvenor Road Surgery able to provide care to its patients during coronavirus pandemic

- Staff engagement
  - Staff wellbeing
  - Practice education and communication
    - Covid Folder - up to date guidance
    - GRS website
    - GPNI website
    - Zoom education meetings - Federation/GPNI
    - GPs/pharmacist/PM remote access codes
    - Increase number of outgoing lines
    - Increased use of Video consultations
    - Use of Care Navigation
    - Regular zoom meetings with WBF/NBF
    - 'Buddy' system
    - Direct line number given
    - Updated message on phone system
    - Patient survey
- Practice systems and organisation
  - Enable remote working system in place
  - Systems in place for video consultations
  - Increased use of MDT for telephone consultation
  - Increase collaborative working with Federation
- Collaborative working
  - Increased communication with secondary care
  - Easy access to surgery for care homes/community pharmacy/District and Hospice Nurses
- Patient engagement in Practice Changes
  - Patients kept up to date with practice changes
  - Patient input into delivery of care
- Reduce absence from possible Coronavirus related disease
  - Reduce footfall
  - Infection control measures
  - Covid centre
  - Easy access to testing
  - Weekly lunch
  - Flexible working
  - Morning Huddle
  - Communication Board
- Practice organisation
The Italian Red Cross support to primary care system

Valerio Mogini, MD
Head of biocontainment for the ItRC
The International Federation of Red Cross and Red Crescent Societies is made up from 192 individual National Societies dedicated to the Fundamental Principles of Humanity, Neutrality, Impartiality, Independence, Voluntary Service, Unity and Universality.
According to the Statutes of the Movement, National Red Cross and Red Crescent Societies are considered to be “auxiliary to the public authorities in the humanitarian field.”

This auxiliary role can be described as “a specific and distinctive partnership, entailing mutual responsibilities and benefits, based on international and national laws, in which the national public authorities and the National Society agree on the areas in which the National Society supplements or substitutes public humanitarian services[.]”
Primary care pathways in Italy

GPs are self-employed and independent doctors, paid on the basis of a capitation fee on the number of registered patients.
How the Italian Red Cross supported Primary Care services

- Operational room working remotely for:
  - E-prescription for meds
  - E-prescription for referral to specialist
  - Referral to USCA
Ensuring access to pharmaceutical goods to most vulnerable populations

- Elderly
- Chronically ill persons
- Dependent persons
- Quarantined people
Ensuring access to drive-through testing
E-Learning

- Learning safety procedures for all the volunteers
- Training on how to deal with the specific task the volunteers were working on
- Training on the specific procedures specifically released
- Learning the principles inspiring the Red Cross/Red Crescents movement
Please continue to chat in your questions and comments.
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Next week’s webinar

Tuesday 2 June at 16:30 UK/17:30 CET

Choices for a new normal

- Dr. Don Berwick, President Emeritus and Senior Fellow, Institute for Healthcare Improvement