

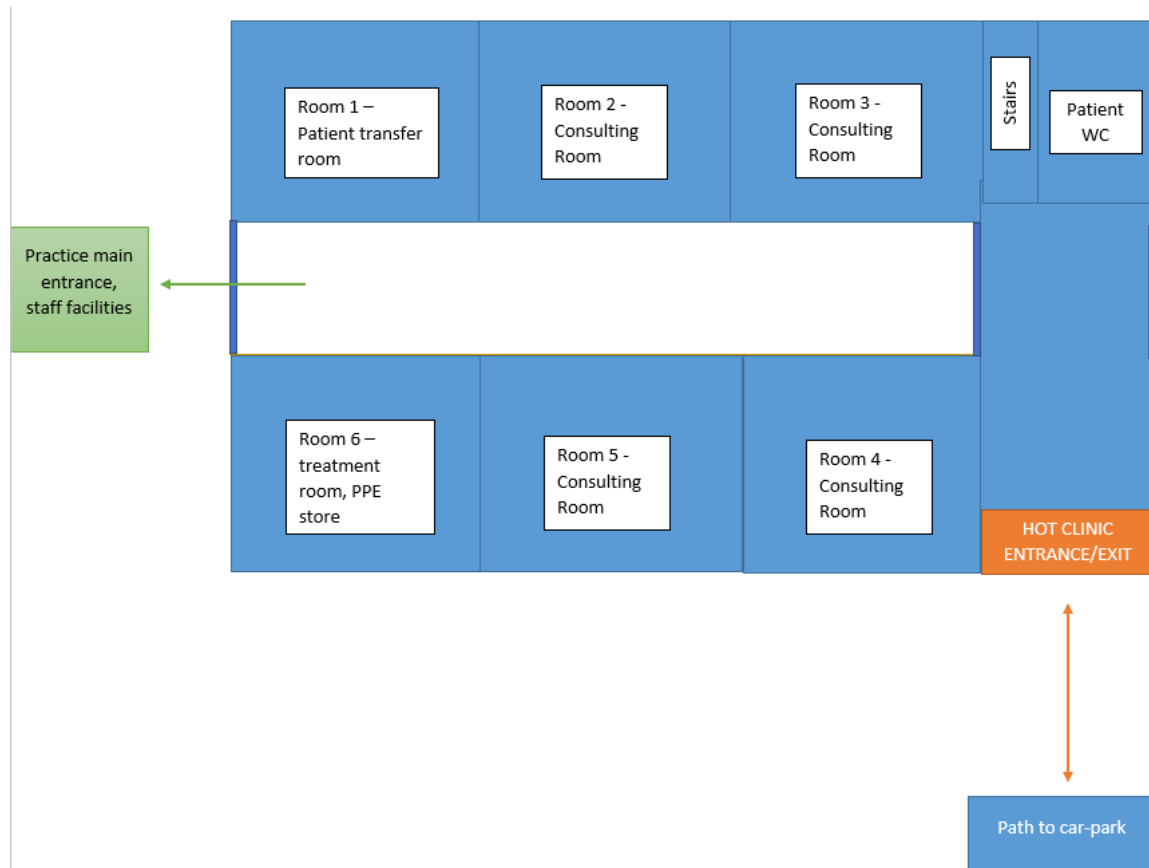
## **Merton Health Hot Clinic Information for Hot Clinic Staff**

### **Hot Clinic Facility**

#### **WIDE WAY HOT CLINIC DETAILS**

The hot clinic will be operating from an isolated wing of The Wide Way Medical Centre with a separate dedicated entrance/exit with access to 5 clinical rooms dedicated to hot clinic use and 1 emergency treatment room:

- 4 consulting rooms to support two clinicians seeing patients. The clinician will transfer to the adjacent room when they are finished and the receptionist will wipe down surfaces after each patient. (tabletop, clinical instruments)
- 1 patient transfer room if hospital transfer is needed
- Treatment room/changing room where PPE will be stored for clinicians and receptionists to change into
- Private patient toilet adjacent to exit for hot clinic patients only. (Clinicians and receptionists can access the staff toilet when needed after changing out of PPE and will need to put on fresh PPE after going to the toilet)
- A professional cleaning company will deep clean the wing daily at the end of shift



**Figure 1: WIDE WAY HOT CLINIC FLOOR PLAN**

## NELSON HOT CLINIC DETAILS

TBC

Each room will contain the equipment listed in Appendix 1 which will be checked by Hot Clinic Receptionist at the start and end of each hot clinic session.

### Hot Clinic Staff Rota

Merton Health are currently risk assessing staff on our bank to ensure suitable clinical staff work these shifts. Protecting our staff is and will always be our priority as part of the delivery of this service.

**Staff who are in at risk groups for Covid19 should not work in the hot clinic.**

The hot clinic will be live from 1<sup>st</sup> April 2020.

Rota timings will be as follows:

- Monday to Friday, 2pm till 6pm and 4pm till 8pm shifts.
- Saturday and Sunday, 8am till 12pm, 12pm till 4pm and 4pm till 8pm shifts.

### The Role of the Receptionist

On arrival, please get changed into PPE in the hot clinic changing room. PPE comprises glasses, mask, gloves and apron.

Ensure air-conditioning is switched off in all hot clinic rooms (of which there are 6) and the windows are open if temperatures are greater than 21c indoors.

Instructions on how to put on and take off PPE can be found below.

Check each hot clinic room has been cleaned and that it contains each item of equipment and stock listed in Appendix 1, replacing any missing equipment or stock as necessary including FP10 prescription paper, A4 paper in the printer and a roll of disposable examination couch paper. Turn the computer on and log in to windows.

The GP hot clinic rota will be available on access hubs EMIS (site number 30227) for which you should have a log in username and password.

Pre-clinic, please print all bookings off, storing this safely in case EMIS crashes and you and the hot clinic GPs need to rely on paper records.

### Patients Arriving for the Hot Clinic

When patients arrive for the hot clinic, they should call the hot clinic number and explain they have an appointment in the hot clinic. They have been asked to call from their car outside or to maintain a minimum distance of 2m from everybody outside. Some patients will inevitably approach the front door and contact reception over the intercom.

Please confirm the patient's name, date of birth and address.

Please confirm that they are attending the hot clinic and confirm their appointment time.

Mark them as arrived on the booking sheet and ask them to wait in their car or maintain a minimum distance of 2m from everybody until their appointment.

When the GP is ready to see them, please escort the patient (in most cases from their car) to the GP's clinic room.

### In between patients

You will wipe down the desk, medical instruments, chair and couch (where they have been used) in between each patient using clini-wipes.

### Support During the Hot Clinic

During the hot clinic you may be required to support the hot clinic GP in several ways, for example:

- Problems with their computer or printer
- Missing equipment or stock
- Obtaining a paper list of patients in the event of a catastrophic EMIS crash (in this scenario they will hand you their consultation notes at the end of the clinic which will need to be scanned and uploaded to the patient records)
- Supplying a defibrillator, oxygen, nebulizer or emergency medication
- acting as a chaperone (you cannot be an access hubs receptionist if you have not done chaperone training)

## **HOT-CLINIC STANDARD OPERATING PROCEDURE**

### **1. Arriving for Your Shift**

#### WIDE WAY DETAILS

There is parking on site in The Wide Way Medical Centre car park. Please arrive in good time for your shift and notify reception via the intercom on the main front door who will let you in and show you the dedicated hot clinic entrance/exit door, hot clinic rooms and toilet facilities.

#### NELSON DETAILS TBC

### **2. Preparing for Your Shift - Clinicians and Receptionists must put on PPE comprising:**

- I. Head scrubs to cover hair
- II. Safety glasses
- III. FRSM Mask
- IV. Gloves
- V. Apron
- VI. Shoe Covers

Head scrubs, glasses, shoe covers and mask are to be worn for the 4-hour shift. (Masks are certified as effective for up to 8 hours)

Gloves and apron are to be changed after every patient.

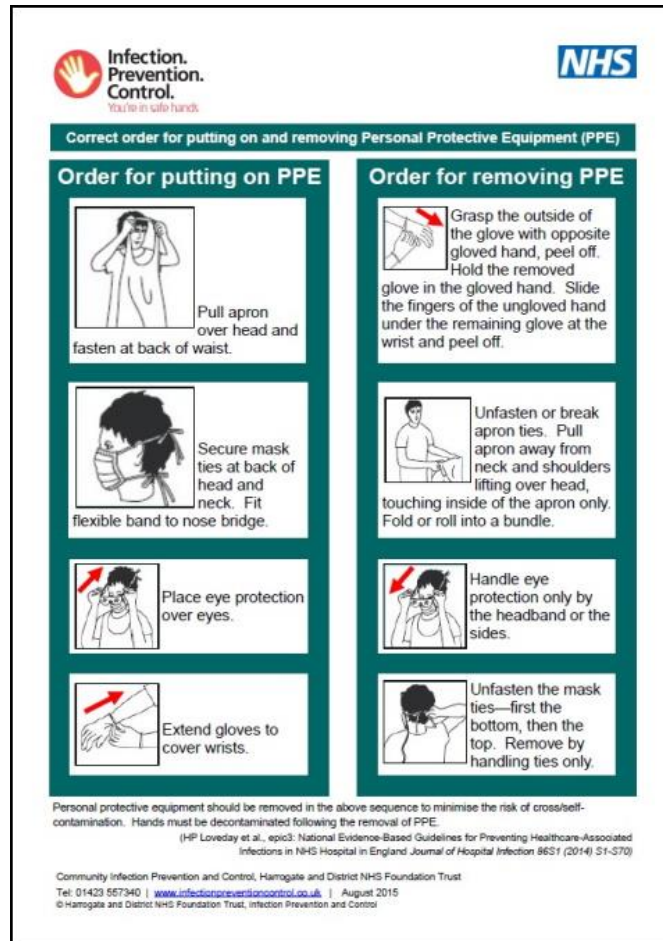
As per the latest PPE guidance, staff must have sleeves rolled up keeping "elbows bare" to ensure hand washing is effective or alternatively wear scrubs if you have these. Merton Health

have additionally ordered scrubs, due to supply issues this will not be available until April 8<sup>th</sup> and will be stocked in PPE changing rooms when they arrive.

The PPE above is comparable to if not better than that which has been offered to clinicians in local A&E departments.

Please follow the guidance below when putting on and taking off PPE. [Current PHE and NHSE guidance is geared towards PPE used in secondary care]

Please put on head scrubs and shoe covers, then follow the instructions in the picture



3. **The computer should be on when you arrive** and all the equipment in Appendix 1 should be available for you to use. If there is a problem with the computer or if you are missing equipment please speak to the Hot Clinic Receptionist in the first instance and email [Simran.raai@mertonhealth.org](mailto:Simran.raai@mertonhealth.org) access hubs service manager to ensure she is aware you had an issue.

Log in to EMIS using the dedicated login details provided to you. If you have forgotten your login details or are unable to log in to EMIS please speak to the Hot Clinic receptionist.

In the event of an IT System failure, you will be able to obtain a list of patients booked into the hot clinic from [Simran.raai@mertonhealth.org](mailto:Simran.raai@mertonhealth.org) 07950981635 and blank consultation sheets will be found in each hot clinic room. These should be handed to the Hot Site Receptionist who will arrange scanning into patient notes.

#### 4. Transporting Patients to and from the Hot Clinic

- a. All patients should remain in their cars and/or wait outside maintaining a minimum 2m distance from others. It is recommended **triaging clinicians encourage patients to attend in private transport where possible.**
- b. On calling the dedicated hot clinic number 0208 623 1303 patients will be advised to wait in their car or maintain a minimum distance of 2m from everybody else.
- c. The receptionist will arrange for the patient to be given PPE (mask, gloves, apron)
- d. The patient will be called on their mobile (where possible) and notified when the GP is ready to see them. If they do not have a mobile, the receptionist in PPE will come to their car or meet the patient in the car park maintaining a 2m perimeter and notify the patient when the GP is ready to see them.
- e. Where possible, the clinician will initially speak to the patient on their mobile and obtain a history. If the patient does not have a mobile, the clinician can speak to the patient in the car park maintaining a 2m perimeter if they wish.
- f. Where a further examination is necessary (after telephone consultation or car park consultation with the access hub clinician), proceed to step 7.
- g. A receptionist wearing PPE will open the door and escort the patient into a hot clinic room for their consultation. The patient will not touch any door handles.
- h. The receptionist will also escort the patient out of the same door following the consultation unless ambulance transfer to hospital is required, ensuring they maintain a minimum distance of 2m from other patients on their way out.
- i. A patient transfer room will be available. If ambulance transfer is required and the ambulance staff will also use this entrance/exit. Alternatively, the patient can wait in their car if stable enough to do so but they will need to be monitored.

#### 5. Steps to follow between patients

- a. When a clinician is finished with a patient, they will change their gloves and apron and move to the adjacent consulting room and obtain a history from the next patient (whether over the phone or in the car park)
- b. The receptionist will wipe down all clinical equipment and surfaces (desk, chair, couch if used) in the vacated room with clini-wipes provided changing their aprons and gloves after they have done this.
- c. The receptionist will then transfer the cleaned equipment into the adjacent consulting room where the clinician will now be residing.

**6. In the event of a patient needing hospital admission there are two possibilities:**

- They are unwell enough to need an ambulance transfer in which case transfer them to the treatment room pending ambulance transfer. Emergency drugs are available. Nebulising is not considered to be an aerosol generating procedure. In the event of cardiorespiratory arrest, clinicians are not obliged to give mouth to mouth resuscitation to suspected COVID-19 cases. Chest compressions will be sufficient **OR**
- They are well enough to make their way to hospital independently and/or with assistance from those accompanying them, in which case, this method should be used so as not to overwhelm ambulance services. Please ensure they and those attending with them are wearing masks and gloves before leaving the building.

**7. At the end of shift**, clinicians must double bag all waste as per the diagram below. (Receptionists are not clinically trained in infection control procedures).



**8. Prescribing Medication**

You will be able to print FP10 prescriptions, sign and hand these to the patient during each consultation. If you require more prescription paper please speak to the hot site receptionist.

If the printer fails, please complete FP10 prescriptions manually.

Arrangements are being made to potentially allow for emailing prescriptions. This has not been finalized yet.

## 9. Chaperone

Please think carefully about any clinical examinations requiring a chaperone and only proceed with examinations which are clinically necessary in order to safely manage the patient.

If you need to proceed with an intimate examination always offer a chaperone and the hot site receptionist will act as a chaperone.

## 10. Consultation Outcomes and Follow Up

Patients will either be:

- a. **Discharged with no formal follow-up required**
- b. **Discharged with telephone/video follow-up required**, the hot clinic GP will send an urgent task to the referring practice's admin access hubs inbox explaining a follow-up telephone/video call is needed, explaining the required timeframe and what to do in case of no improvement or deterioration
- c. **Discharged with a recommendation further routine investigations may be needed** requiring discussion with the registered GP. NB: investigations in relation to COVID-19 e.g. CXR, FBC, CRP should always be done the same day and these patients should be referred to secondary care the same day if the clinician believes these investigations are required.
- d. **Referred to hospital via an urgent referral pathway including 2ww, chest pain clinic, stroke/TIA clinic etc.** The hot clinic GP will complete the relevant referral form and save this in the patient notes and the Merton Health admin team will email the referral following up to ensure these patients attend and keeping practices apprised until they are seen.
- e. **Routine referral to community services.**
- f. With any of the above dispositions, **additional treatment may have been prescribed.** E.g. antibiotics prescribed
- g. **Sent to hospital via ambulance**, the hot clinic GP will send an urgent task to the referring practice's admin inbox informing them of this outcome.
- h. **Did Not Attend.** The hot clinic GP will attempt to contact patients who DNA by phone and if unable to do so will send an urgent task to the referring practice's admin inbox informing them the patient DNA'd and asking them to follow-up by telephone or video.

## 11. Incident Reporting

All significant incidents will initially be reported by the hot clinic GP following The Merton Health reporting protocol. Incidents will be escalated to the referring practice and ultimately to the board of Merton Health.

## 12. Cleaning Hot Clinic Rooms

Other than wiping down clinical equipment and surfaces after each patient, all hot clinic rooms will be professionally cleaned at the end of the hub session adhering to NHSE guidance.

### **13. Emergency Procedures**

If you require a defibrillator, oxygen, nebulizer, salbutamol or other emergency medication during the hot clinic this can be found in the treatment room. Where there is a risk of aerosol generating procedures please consider your own safety first. A hazmat suit is available which you can wear if you wish. Respirator FP3 masks (a limited quantity) will be available to wear in these situations, however, you are not obliged to administer treatments of this nature which may put you at risk of exposure to COVID-19. The most important thing to do is call a 999 ambulance in these situations and do what you are can comfortably and ably within your competencies.

### **14. DNA Procedure**

If a patient DNAs, please attempt to phone them at least twice. If you are unable to contact them, please document your attempts to do this and send an urgent task to the admin team of the referring practice asking them to follow this up. Please screen medical records for safeguarding and vulnerability concerns flagging this to the practice by sending an urgent task.

### **15. Safeguarding Concerns**

If you have any safeguarding concerns during the course of the hot clinic, please send an urgent task to the admin team of the referring practice outlining your concerns and asking them to follow this up.

Please also email and inform [Simran.rai@mertonhealth.org](mailto:Simran.rai@mertonhealth.org)

### **16. Serious Incident Reporting**

A serious incident in the NHS is one in which potential or actual significant harm arose as a result of the provision of an NHS service, in this case the hot clinic. If a serious incident occurs during the operation of the hot clinic please inform [Simran.rai@mertonhealth.org](mailto:Simran.rai@mertonhealth.org) and cc [sayanthan.ganesaratnam@nhs.net](mailto:sayanthan.ganesaratnam@nhs.net) (Medical Director)

### **17. Key Contacts**

Merton Access Hubs Service Manager: Simran Rai  
Phone: 07950981635 Email: [simran.rai@mertonhealth.org](mailto:simran.rai@mertonhealth.org)

Merton Health Medical Director: Dr Sayanthan Ganesaratnam  
Phone: 07838555300 Email: [sayanthan.ganesaratnam@nhs.net](mailto:sayanthan.ganesaratnam@nhs.net)

Wide Way Medical Centre Bypass Number: 0208 623 1303  
Nelson Clinic Bypass Number: TBC



## **Appendix 1: Hot Clinic Equipment**

### Personal Protective Equipment

Surgical masks (minimum 24 each day)

Aprons (minimum 24 each day)

Gloves (minimum 24 pairs each day)

### Cleaning Equipment

Alcohol gel

Soap/hand wash

Disinfectant wipes

Disinfectant spray

Disposable cleaning cloths

### Medical Equipment

Thermometer and caps

Pulse oximeter

Blood pressure cuff (automatic and manual)

Stethoscope

Ophthalmoscope and earpieces

Otoscope

Tongue depressors

Tendon hammer

Tape measure

Scales / Height measure

Lubricating gel

Small/Medium/Large gloves

Hand towels

Urine specimen bottles

Stool specimen bottles

Examination couch with disposable sheet covers

Black Pen

### IT

Telephone

Computer switched on and logged onto Windows

Keyboard with protective plastic key cover

Mouse

Printer with A4 white paper and FP10 prescription paper

### Miscellaneous

Serious Incident Reporting Forms

Blank Consultation Sheets (in the event of catastrophic EMIS crash)

## Appendix 2 - 4 Hour Hot Clinic Session Format (2PM-6PM OR 4PM-8PM)

Time (Mins)	CLINIC 1	CLINIC 2	TREATMENT ROOM	CHANGING ROOM
15	BLOCK	BLOCK	X	X
30	PATIENT APPOINTMENT	PATIENT APPOINTMENT	X	X
30	PATIENT APPOINTMENT	PATIENT APPOINTMENT	X	X
30	PATIENT APPOINTMENT	PATIENT APPOINTMENT	X	X
30	PATIENT APPOINTMENT	PATIENT APPOINTMENT	X	X
30	PATIENT APPOINTMENT	PATIENT APPOINTMENT	X	X
30	PATIENT APPOINTMENT	PATIENT APPOINTMENT	X	X
30	PATIENT APPOINTMENT	PATIENT APPOINTMENT	X	X
15	BLOCK	BLOCK	X	X
Total: 240	7 PATIENTS; 2 BLOCKS	7 PATIENTS; 2 BLOCKS	X	X