

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

A guide for Southwark General Practice

Key messages

- Build on what you already do for LTC
- Manage remotely when possible
- Prioritise patients for review

<http://www.clinicaleffectivenesssouthwark.co.uk/resources/>

Always work within your knowledge and competency

SOUTHWARK LTC CARE DURING COVID-19 PANDEMIC AND BEYOND

Primary care is crucial

In mitigating the impact of COVID 19 on people with LTCs

Impact of COVID 19 on LTCs

Direct impact¹

Increased severity of infection

Indirect impact²

Disrupted access to care and review
Increased prevalence related to stress
Mental health impact on self-management

There is **recognition** that there will not be enough capacity to do a full catch up of reviews delayed during the pandemic

This guide considers LTC management

Practices should also focus on other high priority areas e.g. immunisations, serious mental illness and learning disability reviews

Optimising LTC management

1. Prioritise those at risk
2. Regular, remote reviews
3. Patient centred- encourage self-management
4. Collaborate with colleagues e.g. Consultant Connect for advice

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 and [UCLP searches](#) (p.3)

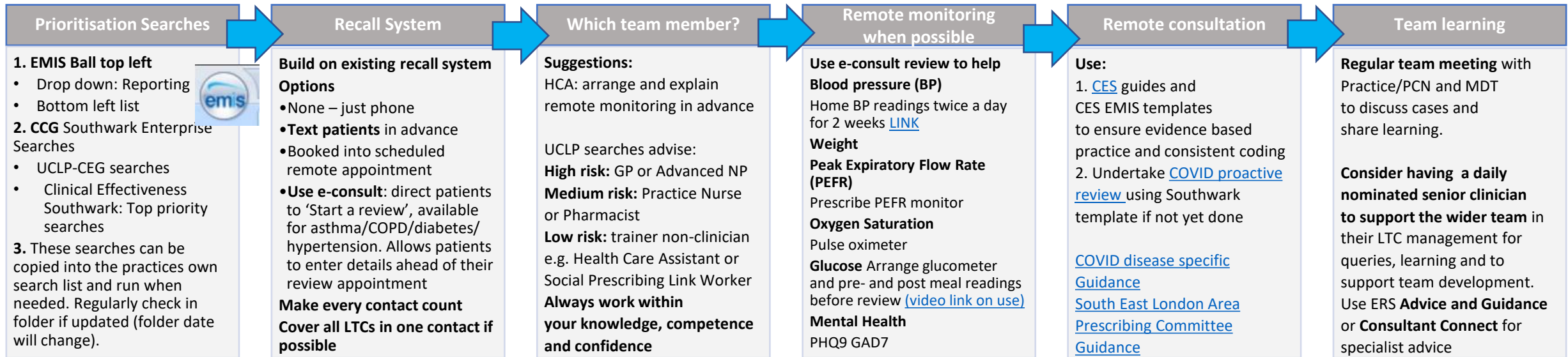
[SEL CCG Covid-19 Clinical Support website](#)

Clinical and patient resources (p.5)

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

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

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



LTC prioritisation searches

Using existing searches on EMIS in Southwark

CES searches: Top priority patients by disease control
UCLP/CEG searches: disease control + ethnicity and comorbidity- stratifies to high, medium and low risk groups

Hypertension prioritisation

CES Top Priority search
BP>160/100 HYP02

UCLP/CEG search available

If possible have home BP monitor and do twice daily reading for 2 weeks before consult
E-consult hypertension review page allows patients to submit BP readings

Type 2 Diabetes prioritisation

CES Top Priority search
HbA1c > 75mmol/mol (9%) DM09

UCLP/CEG search available

Additional searches and foot check guidance and patients searches available [Here](#).
[Diabetes Book and Learn](#) offer remote support.
Use e-consult diabetes review, remote BP, weight and glucose readings.

Asthma prioritisation

CES Top Priority search
Patients with excessive SABA use
A08 (adult) A15 (child)

UCLP/CEG search available

Use Accurx or e-consult asthma review and remote PEFR monitoring
Prescribe PEFR monitor before contact.
Consider video consult to check inhaler technique.
CES Guide for asthma during COVID (insert link)

COPD prioritisation

CES Top Priority searches
BMI ≤ 18 CO02
>2 exacerbations in last 12 months CO09
On Inhaled corticosteroid CO05

UCLP/CEG search available

Consider video consult to check inhaler technique.
Use e-consult COPD review
CES Guide for COPD during COVID (insert link)

Heart Failure prioritisation

CES Top Priority search
All patients with HF HF001

[SEL guidance on management of HF during COVID pandemic](#)

AF prioritisation

CES Top Priority search
CHADVASc ≥ 2 not on anticoagulation AF07

CHADSVASc ≥ 2 on aspirin alone
AF05

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
 - Have full access to the patient's notes

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 patient's 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 in notes: - '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 **Introduction and reason for your call:** check the patient is happy to proceed and give an idea of how long it will take
- ③ **Confidentiality and demographics:** Confirm patient name in full, DOB and 1st line of address
Use EMIS synonym to add: 'patient identity checked and confirmed'
You may want to ask for formal ID if a potential safeguarding issue and you do not know the patient
- ④ **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.'
- ⑤ **Use LTC templates:** CES for disease reviews and **Southwark Pro-active care** for COVID-19 pro-active review

<https://www.england.nhs.uk/coronavirus/wp-content/uploads/sites/52/2020/03/C0479-principles-of-safe-video-consulting-in-general-practice-updated-29-may.pdf>

Remote consulting: The Consultation

- ⑥ **Explore patient concerns:** check patient expectation and what they would like from today's conversation
- ⑦ **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
- ⑧ Confirm and document who else is involved in their care e.g. hospital or community teams
- ⑨ **Make a plan and set goals together: share these in writing, or text.**
 - **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
 - **Agree review as needed**
 - **Blood tests:** phlebotomy services are running in Southwark, check opening times as these may vary.

If a safe and effective consultation is not possible remotely, arrange a face to face contact.

Check out the [GMC ethical guidance on remote consulting](#) And [NHS/RCGP guidance on video consulting](#)

[Sources and further readings](#)

SOUTHWARK LTC CARE DURING COVID-19 PANDEMIC AND BEYOND- Wellbeing services and support for patients

General patient 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](#)

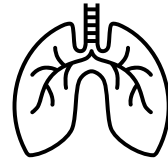
[NHS APPS LIBRARY](#)

Disease specific patient 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.](#)