NHS Midlands

Management of COVID-19 case in Pharmacy, Optometry and Dentistry primary care settings by NHS contract holders

1. Aim

To ensure a consistent approach to management of cases/outbreaks of COVID-19 in pharmacy optometry and dental primary care settings by NHS contract holders.

2. Context

2.1 NHS Test and Trace

The NHS Test and Trace service aims to trace the spread of the virus and isolate new infections. Anyone who develops symptoms of COVID-19 must self-isolate (along with other members of their household) and is asked to order a test to find out if they have COVID-19. If they test positive, they will be contacted by NHS Test and Trace and asked to share information promptly about their recent contacts so that other people who may need to self-isolate can be alerted. If a worker tests positive for COVID-19, it is important that they complete NHS Test and Trace so that all community contacts can be identified. In addition, they should declare that they work in a healthcare setting. It is also important that individuals inform their employer as soon as they develop COVID-19 symptoms so that appropriate actions can be taken.

2.2 Testing for essential workers

Anyone with symptoms can get a coronavirus test. Employers can also refer 'essential workers' for testing if they are self-isolating because either they or members of their household have coronavirus symptoms. Dental teams are frontline healthcare staff and therefore are included as 'essential workers'. Dental practices need to register for a login to the employer referral portal as summarised below:

To get a login to the employer referral portal, employers of essential workers should email portalservicedesk@dhsc.gov.uk with the following information:

- organisation name

- nature of the organisation's business

- region

- names (where possible) and email addresses of the 2 users who will load essential worker contact details

Once employer details have been verified, 2 login credentials will be provided for the employer referral portal.

Please see the guidance document for further details on employer referral for essential workers:

https://www.gov.uk/guidance/coronavirus-covid-19-getting-tested#list-of-essential-workers-and-those-prioritised-for-testing-england-only

2.3 Notification

COVID-19 is a notifiable disease. PHE receive notification of confirmed cases via the laboratory reporting system and **currently do not require primary care providers to notify them of single cases within pharmacy/practice.** NHS primary care providers should notify their local NHS England and NHS Improvement (NHS EI) commissioning team of any likely interruption to service delivery (see Appendix 2 for contact details). If individuals disclose that they work in a healthcare setting to NHS Test and Trace, PHE may share information with the relevant Local Authority depending on local arrangements.

3. Definitions

Symptoms: the main symptoms of coronavirus are a high temperature, a new continuous cough or a loss/change to the sense of smell or taste

Link: https://www.nhs.uk/conditions/coronavirus-covid-19/symptoms/

Case: a confirmed case is laboratory positive case of COVID-19 with or without symptoms

Contact*: a person who has been close to someone who has tested positive for COVID-19 anytime from 2 days before the person was symptomatic up to 10 days from date of onset of symptoms (this is when they are infectious to others). In situations where someone has tested positive for COVID-19 but has not had any symptoms, a contact would be a person who has been close to them anytime from 2 days before the date of test to 10 days after the date of test. For example, a contact would include individuals who:

-   Are household contacts
-   Have been within a metre of a positive case for a minute or longer
-   Have been within 2 metres of a positive case for 15 minutes or longer
-   Have travelled in a small car with a positive case

Please note - contacts of a confirmed case need to self-isolate for 14 days from their last contact with the case.

Outbreak: Two or more confirmed cases linked in time, place and person.

*Please note:

- if the appropriate PPE has been worn properly during an encounter with a case and the staff member is trained to use the PPE, the staff who came into contact with the case would <u>not</u> need to self-isolate for 14 days. If there is any question about a breach of PPE, then the exposure would need to be risk assessed.

- healthcare workers who have undergone COVID-19 antibody testing and received a positive result ***must*** *still comply with any instructions to self-isolate as it is not yet known whether a positive antibody test demonstrates immunity.*

- face coverings are not considered PPE and therefore if a person (staff or patient) came into contact with a case (staff or patient) whilst wearing face coverings, they would be considered a contact and would need to self-isolate for 14 days. More information about face coverings and face masks can be found here: https://www.hse.gov.uk/coronavirus/ppe-face-masks/face-coverings-and-face-masks.htm

- there is no guidance supporting immediate mass testing of all staff when informed of a positive case. Even if staff test result returns negative they will still have to self-isolate for 14 days if identified as a contact as the incubation period is from 1 to 14 days.

4. Process: Staff member develops symptoms of COVID-19

4.1.The symptomatic staff member should follow the stay at home guidance
https://www.gov.uk/government/publications/covid-19-stay-at-home-guidance

4.2 **They should not attend work and should notify their place of work immediately**

4.3 If they are at work, they should put on a surgical face mask immediately, inform their line manager (or appropriate person) and return home.

4.4 The staff member should be tested for COVID-19. Testing is most sensitive within 3 days of symptoms developing. Tests can be requested by calling 119 or online via this website: https://www.gov.uk/guidance/coronavirus-covid-19-getting-tested If the dental practice has registered for the employer referral portal, the practice will be able to refer essential workers for testing via this route too (see section 2.2).

4.5 If staff absence is likely to impact on service delivery, the pharmacy/practice manager or other appropriate person must notify NHS EI (by completion of the **Notification of COVID-19 service disruption and/or outbreak in Primary Care form** via the following link) https://forms.office.com/Pages/ResponsePage.aspx?id=kp4VA8ZyI0umSq9Q55CtvxHcP71skKxDgA-0H2yj0aVURDBDMzE0NE5aRFhSQ0MwSFhaQ0RQSDhaMS4u If steps can be taken to mitigate this (e.g. part time staff increasing their hours temporarily to ensure no interruption to service delivery), there is no requirement to inform NHS EI that staff have developed symptoms of COVID-19.

4.6 If the affected person tests negative, they can return to work when they are medically fit to do so. For return to work guidance, see Appendix 1 – Return to work flowcharts: https://www.gov.uk/government/publications/covid-19-management-of-exposed-healthcare-workers-and-patients-in-hospital-settings **This only applies to individuals who were tested due to having COVID-19 symptoms. It does not apply to individuals who have been tested because they were identified as a contact of a positive case; these individuals still need to complete their 14 days of self-isolation, even if they test negative within that period. Please note that most people who are identified as contacts of a positive case will not be tested, unless they become symptomatic. PHE or the LA may however request additional testing in certain situations.**

4.7 If the affected person tests positive, please follow the process for a staff member with a positive COVID-19 test result.

5. Process: Staff member with a positive COVID-19 test result

5.1 The staff member who is a positive case must follow the 'Stay at Home' guidance and immediately self-isolate at home for at least 10 days from when symptoms started (or 10 days from when the test was taken if asymptomatic). Any other members of staff who live in the same household as the case must also immediately self-isolate at home for 14 days and not present for work. https://www.gov.uk/government/publications/covid-19-stay-at-home-guidance

5.2 Undertake a **terminal clean** (decontamination of the whole pharmacy/practice), ensuring that all surfaces that the case came into contact with are cleaned and disinfected, including all potentially contaminated and frequently touched areas such as toilets, door handles, telephones, grab rails in corridors and stairwells, using either:

- a combined detergent/disinfectant solution at a dilution of 1,000 parts per million available chlorine (ppm available chlorine (av.cl.)); or
- a general purpose neutral detergent in a solution of warm water followed by a disinfectant solution of 1,000ppm av.cl

If an alternative disinfectant is used, ensure it is effective against enveloped viruses. Use disposable cloths or paper roll and disposable mop heads to clean all hard surfaces, floors, chairs, door handles and sanitary fittings. Avoid creating splashes and spray when cleaning. Dispose of all waste from decontamination as Category B waste (not clinical waste)

5.3 **For each confirmed case, contact tracing should be undertaken straight away by the pharmacy/practice manager or other appropriate person and all individuals that are identified as contacts should be advised to self isolate immediately.** (See definition of contact above which includes the time period to identify contacts for).

> 5.3.1 An assessment should be made of the infection prevention and control measures in place including appropriate use of PPE and social distancing measures for patients and staff to include any contact staff members might have with each other outside the immediate work setting e.g. lift sharing etc. An assessment of the length of contact will also need to be made. This will inform identification of contacts.

> 5.3.2 Eligible individuals can now claim financial support if they are asked to self-isolate, via the Test and Trace Support Payment scheme. To claim, contacts must be logged on the NHS Test and Trace system. Without the NHS Test and Trace reference, they cannot receive the financial support from their Local Authority. Employers and establishments should contact the Self Isolation Service Hub on 020 3743 6715 as soon as they have had a positive case in their establishment (and every time thereafter). They will need the list of people who have been identified as contacts of the positive case and the CTAS ID of the person who had a positive test. The person who tested positive will be able to provide the CTAS ID. This will allow all contacts of the positive case to be identified on NHS Test and Trace and access any support payment.

> 5.3.3 The pharmacy/practice manager or other appropriate person should then contact any individuals (staff and members of public/patients) who have been identified as 'contacts' and advise them accordingly as per the guidance for non-household contacts:

https://www.gov.uk/government/publications/guidance-for-contacts-of-people-with-possible-or-confirmed-coronavirus-covid-19-infection-who-do-not-live-with-the-person

5.3.4 These contacts must be advised of the need to self-isolate for 14 days from the point of last contact with the positive case and instructed that they do not need to be tested unless they become symptomatic. If they become symptomatic, tests can be requested via the employer referral portal (see section 2.2) or by calling 119, or online via this website: https://www.gov.uk/guidance/coronavirus-covid-19-getting-tested. Please note, the household contacts of individuals identified as contacts do not need to isolate.

5.3.5 If a positive test result is returned, isolation period for the positive case is 10 days from the date of symptom onset, regardless of the number of days in isolation prior to onset of symptoms. If they are symptomatic and their test returns negative, they still need to complete their isolation period of 14 days from the last date of contact. Once self-isolation period is complete and they have been afebrile for 48 hours, they can return to work: there is no requirement for them to be tested again prior to returning to work.

5.4 For return to work guidance, see Appendix 1 – Return to work flowcharts: https://www.gov.uk/government/publications/covid-19-management-of-exposed-healthcare-workers-and-patients-in-hospital-settings

5.5 The practice/pharmacy must notify PHE if there are two or more positive cases in staff members at the pharmacy/practice within a 14 day period (but do not need to notify PHE of single cases). See Appendix 2 for contact details for PHE. If there are two or more confirmed cases in a 14 day period, the Health Protection Team (HPT) from PHE will then contact the pharmacy/practice to gather further information. See Appendix 3 for information your local PHE HPT may request from you. You will be given a HP zone reference number for the 'situation'. The pharmacy/practice will be asked to contact PHE HPT with information about any subsequent positive cases.

5.6 There is no requirement to inform NHS EI of a single positive case if there will be no impact on service provision. If the running of the service is likely to be affected, NHS EI must be informed by completion of the **Notification of COVID-19 service disruption and/or outbreak in Primary Care form** https://forms.office.com/Pages/ResponsePage.aspx?id=kp4VA8ZyI0umSq9Q55CtvxHcP71skKxDgA-0H2yj0aVURDBDMzE0NE5aRFhSQ0MwSFhaQ0RQSDhaMS4u

5.7 If the pharmacy/practice becomes aware of 2 (or more) positive cases in staff or members of the public who have attended their healthcare setting, NHS EI must be notified by completion of the **Notification of COVID-19 service disruption and/or outbreak in Primary Care form**. NHS EI will then contact the provider to support them with the completion of an additional form called an 'iMARCH'.

6. Process: Staff member identified as a contact of a positive case outside of the healthcare (workplace) setting

6.1 If a staff member is contacted by NHS Test and Trace and identified as a contact of a positive case **outside of the healthcare (workplace) setting,** they should inform their employer immediately and must self-isolate if advised to do so (for 14 days from contact with the positive case) and follow the stay at home guidance: https://www.gov.uk/government/publications/covid-19-stay-at-home-guidance

6.2 There is no requirement to inform NHS EI of staff who have been identified as contacts of positive cases (outside the healthcare setting) and told to self-isolate if there will be no impact on service provision. If the running of the service is likely to be affected, NHS EI must be informed by completion of the **Notification of COVID-19 service disruption and/or outbreak in Primary Care form** https://forms.office.com/Pages/ResponsePage.aspx?id=kp4VA8ZyI0umSq9Q55CtvxHcP71skKxDgA-0H2yj0aVURDBDMzE0NE5aRFhSQ0MwSFhaQ0RQSDhaMS4u

7. General guide to preventing the spread of COVID-19 in the workplace

All workplaces are required by law to protect employees and others from harm. A COVID-19 risk assessment must be undertaken in line with the HSE guidance to ensure the safety of the workplace. More information is available here https://www.hse.gov.uk/coronavirus/working-safely/index.htm

8. Useful links

IPC guidance for all settings: https://www.gov.uk/government/publications/wuhan-novel-coronavirus-infection-prevention-and-control

8.1 Dentistry

NHS EI Dental Practice https://www.england.nhs.uk/coronavirus/primary-care/dental-practice/

COVID-19: infection prevention and control dental appendix https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/928034/COVID-19_Infection_prevention_and_control_guidance_Dental_appendix.pdf

8.2 Pharmacy:

NHS EI Community Pharmacy https://www.england.nhs.uk/coronavirus/primary-care/community-pharmacy/

8.3 Optometry

NHS EI Optical settings https://www.england.nhs.uk/coronavirus/primary-care/optical-setting/
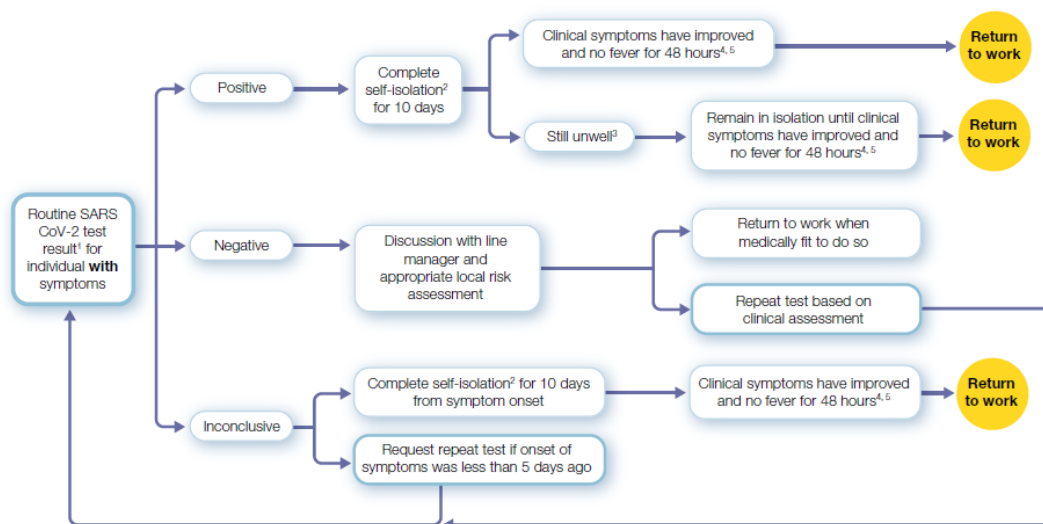
Appendix 1: Return to work flowcharts

PLEASE CHECK ONLINE FOR ANY UPDATES TO THESE FLOWCHARTS

https://www.gov.uk/government/publications/covid-19-management-of-exposed-healthcare-workers-and-patients-in-hospital-settings

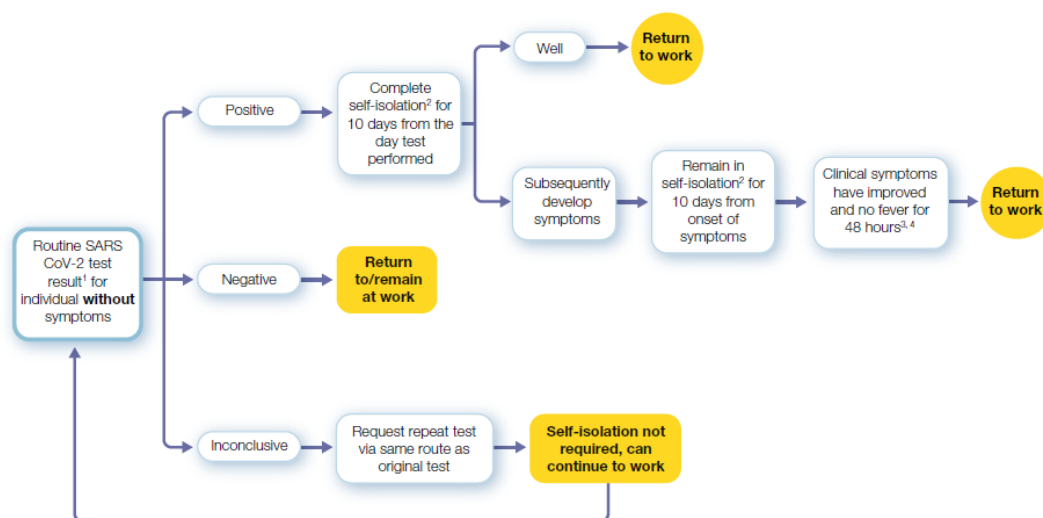Symptomatic worker: flowchart describing return to work following a SARS-CoV-2 test

Asymptomatic worker: flowchart describing return to work following a SARS-CoV-2 test

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Appendix 2: Contact details for PHE and NHS EI

West Midlands

    Public Health England

    Telephone: 0344 225 3560 –Option 2

    Out of hours (via West Midlands Ambulance Service First Response): 01384 679031

    Email*: wm.2019cov@phe.gov.uk

    All urgent enquiries should be telephoned.

    NHS EI

    Pharmacy email: england.pharmacy-westmidlands@nhs.net

    Optometry email: ENGLAND.Optometrycontractswm@nhs.net

    Dental email: england.dental-westmidlands@nhs.net

East Midlands

    Public Health England

    Telephone: 0344 2254 524, press the option for the Health Protection Team

    Email*: ICC.EastMidlands@phe.gov.uk

    All urgent enquiries should be telephoned.

    NHS EI

    Pharmacy email: england.eastmidspharmacy@nhs.net

    Optometry email: england.eastmidsoptometry@nhs.net

    Dental email: england.em-pcdental@nhs.net

Appendix 3: Information your local PHE HPT may request from you

Details of your pharmacy/practice

- Name of pharmacy/practice
- Address (including postcode)
- Contact details of contract holder (name, phone number, email) and any other key contacts
- Nature of the pharmacy/practice environment (for example layout, nature of the building, entry/exit, communal areas)
- Total number of staff
- Number of staff who are clinically vulnerable or extremely clinically vulnerable
- Number of staff isolating due to positive test of symptoms
- Number of staff admitted to hospital due to COVID-19
- Number of staff who have died due to COVID-19

Details of the case

- Contact details of person/s affected (Name, DOB, address and postcode, mobile number, alternative phone number and email)
- Date the individual developed coronavirus symptoms or tested positive
- Date they were last present in the pharmacy/practice
- Nature of the roles/job/procedures undertaken by staff affected
- Known links between the individual(s) with COVID-19 (in or out of the pharmacy/practice environment)
- Number of people with which the individual(s) had close contact

Details of control measures

- Infection Prevention Control
- PPE
- Social distancing measures
- COVID-19 risk assessments (workplace, staff and patients)