COVID PROTECT
User Guide

Fully Integrated with:

Advice & **Guidance**

NHS **Digital** Assured

COVID PROTECT Objectives

Centrally Optimising Vulnerable Individuals through Data

COVID PROTECT will provide a detailed live analysis of the population, educate to minimise the risk of spread and allow escalation of those with healthcare needs and then allow Healthcare Teams to accurately assess the individual without compromising the safety of emergency practitioners and A&E / clinical resources.

1. Identification of patients within the defined highest risk groups (in keeping with NHSE/I communications) and of patients most likely to need ventilation / ITU beds (as per WHO data).
2. Proactive engagement of these high risk patients to ensure they are aware of the risk and that they are conforming with shielding and protection advice.
3. Operational surveillance of these patients through daily online updates/interactions.
4. Ability to use NHS workers in self-isolation and volunteers to work remotely to implement these activities.
5. Protect frontline NHS workers by enabling effective remote assessment and long term support.
6. Provision of Capacity planning for pending admissions.
7. Ability to update and educate our healthcare teams and volunteers as new information becomes available.

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COVID PROTECT Guide

**COVID PROTECT offers key steps to identify and protect your high risk priority patient groups:**

Step 1: Access the COVID PROTECT system
Step 2: Identify your high risk priority patient groups
Step 3: Ensure high risk priority patients are effectively shielded
Step 4: Ensure your high risk priority patients are supported
Step 5: Ensure your support staff are implementing best practice

How to access the COVID PROTECT system

Your COVID PROTECT interface can be accessed via **https://secure.nhspathways.org**
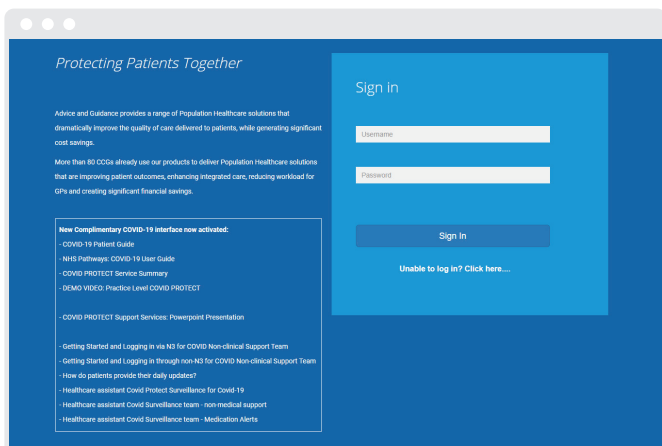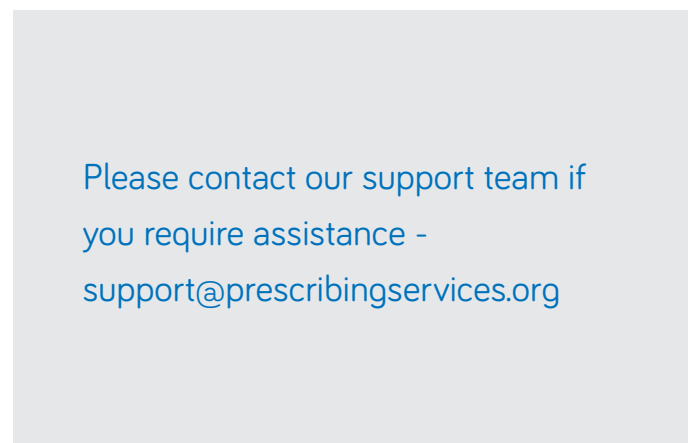

A. Log in with your username and password.
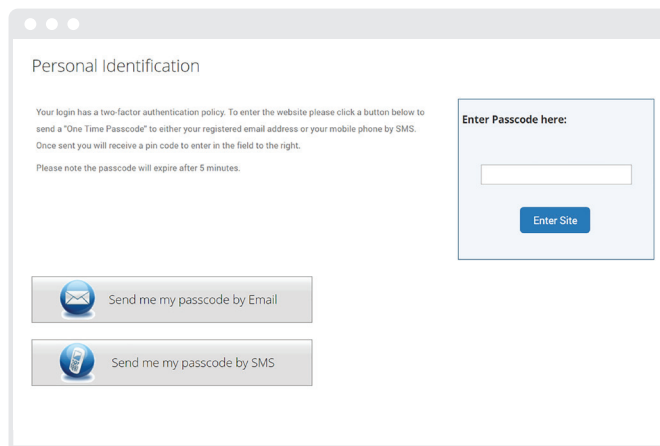
B. Two-factor authentication is required to log in. This requires entering an access code that is sent by SMS to your mobile or emailed to your NHS email address.
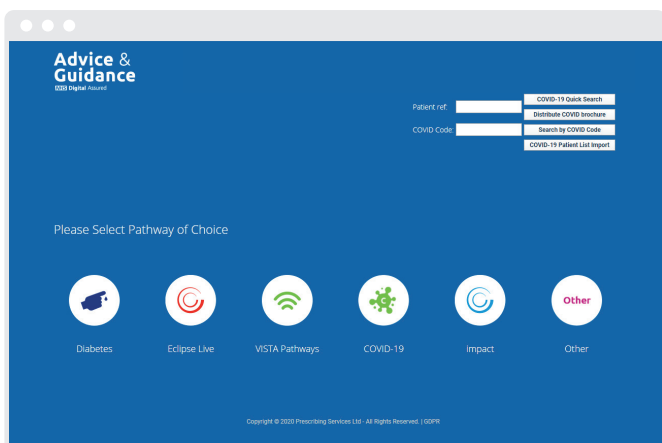

C. Select the COVID-19 icon to access the interface.

Please contact our support team if you require assistance - support@prescribingservices.org

Identification of your High Risk Priority Patient Groups

COVID PROTECT Overview Page

The COVID PROTECT overview page gives end users access to a wealth of insight. This provides both an individual organisation's status and relative performance. Users can complete both COVID pathway patient cohort level analysis, implementation and validation activity and individual patient prioritisation. At a GP Practice level individual patients can be identified. At regional level, with appropriate consent individual patient's data sets can be viewed but are not identifiable.
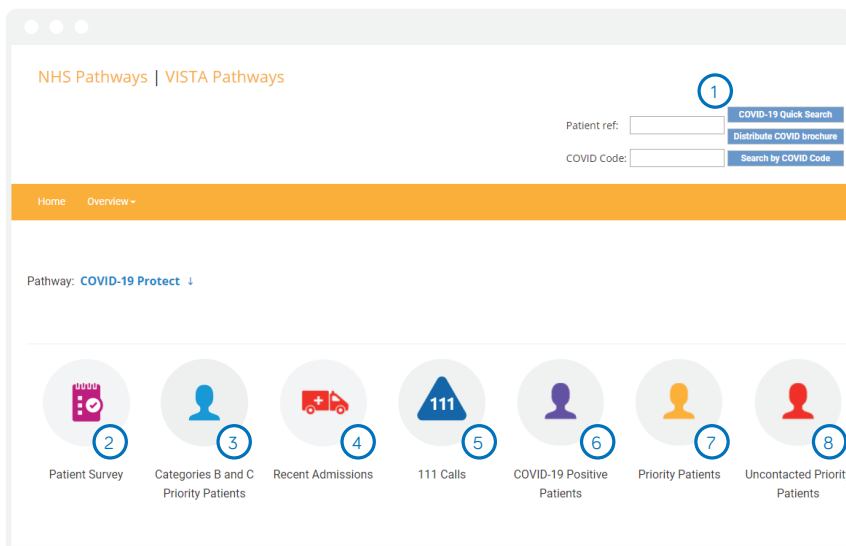
1 COVID-19 Quick Search: Quickly find a specific patient by searching the patient reference number. (EMIS practices only).

2 Patient Survey: Remote Healthcare Team Proactive COVID assessment statistics.

3 Categories B and C Priority Patients: View patients in very high risk coronavirus patient groups.

4 Recent Admissions: List detailing patients who have been admitted to hospital recently.*

5 111 Calls: View Recent 111 calls and details *

6 COVID-19 Positive Patients: View patients that have tested positive for COVID-19

7 Priority Patients: Priority High Risk Coronavirus Patient Groups as per NHSE/I.

8 Uncontacted Priority Patients: Uncontacted Priority Patients from Category C: Very High Risk Groups

* Local CCG status dependent

At Risk Patient Cohorts

High Risk Priority Patient Groups as per NHS England / Improvement / HM Government.

COVID-19: Vulnerable priority groups for shielding

Priority Group	Total Patients (COVID-19 Protect)	Total Patients in cohort	% Patients in cohort	Contacted by HM Gov Letter	Contacted by COVID Protect Letter	Contacted by Phone	Uncontacted	
Additional patients for 3rd wave letters	3569	0	0%	0	0	0	0	View
Group 1: Transplant Patients	3569	22	0.62%	22	22	22	0	View
Group 2: Specific Cancers	3569	23	0.64%	23	23	23	0	View
Group 3: Severe Respiratory Disorders	3569	56	1.57%	56	56	55	0	View
Group 4: Rare Diseases	3569	16	0.45%	16	16	15	0	View
Group 5: Immunosuppression Therapies	3569	39	1.09%	39	39	39	0	View
Group 6: Pregnant with Heart Disease	3569	0	0%	0	0	0	0	View
Category A: High Risk (1): Patients Aged 70 or over	3569	783	21.94%	107	99	332	443	View
Category A: High Risk (2): Patients Aged under 70 and offered Flu	3569	621	17.4%	55	52	101	515	View

Click **View** to see at patients within cohort.

Individual At Risk Patient Lists

	Ref	Covid Code	Age	Drugs	Sex	Red Alerts	Amber Alerts	COVID Status	Hosptial Risk Score	Symptoms	Contacts	Smoker	Flu Vaccination	Self Isolating	Care Setting	Initial Survey	Patient Daily Questionnaire	Cardio Disease	Asthma	COPD	DM	Hyper	Action Plan	Smurf Review
☐	1125 ℹ		81	9	M	0	0	Untested	11.25	✖	✖	✖	19/11/2019	✔	Domestic Home Alone	19/03/2020	24/03/2020	✖	✖	✔	✔	✔		🔍
☐	1455 ℹ		90	13	M	0	0	Untested	11.00	✖	✖	✖	29/10/2019	✔	Domestic Home Alone	20/03/2020		✖	✖	✖	✔	✔		🔍
☐	1520 ℹ		90	12	M	0	0	Untested	11.60	✖	✖	✖	07/11/2019	✔	Domestic Home Alone	23/03/2020	23/03/2020	✔	✖	✖	✖	✔		🔍
☐	1006 ℹ		86	10	M	0	0	Untested	11.90	✖	✖	✖	23/10/2002	✖	Care Home	20/03/2020		✖	✔	✖	✖	✔	✔	🔍
☐	3760 ℹ		80	9	M	0	0	Untested	11.90	✖	✖	✖	19/11/2019	✔	Domestic Home Alone	24/03/2020		✖	✔	✖	✖	✔	✔	🔍
☐	1126 ℹ		90	11	F	0	0	Untested	11.55	✔	✔	✖	19/11/2019	✔	Domestic Home Alone	20/03/2020		✖	✔	✖	✔	✔	✔	🔍
☐	1547 ℹ		91	18	M	0	0	Untested	11.80	✖	✖	✖	19/11/2019	✖	Domestic Home with Others	23/03/2020		✖	✔	✔	✖	✔	✖	🔍
☐	4203		90	15	F	0	0	Untested	12.30	✖	✖	✖	19/11/2019	✔	Domestic	24/03/2020		✖	✔	✖	✖	✔	✔	🔍

Export Selected Rows to XLS   *Export All Rows to XLS*

Click the 🔍 icon to view at risk patient COVID review.

At risk patient COVID review

The COVID PROTECT review page screen gives end users access to a high degree of detail on a specific patient. This provides all the information required for a patient to be escalated. Users can then complete a COVID questionnaire with a patient remotely to further enhance the effectiveness of the interface.

COVID-19 Review
Patient Ref: ℹ️

Feedback   Notes

Patient overdue for their daily questionnaire

① COVID Status: N/A ❓	② Symptoms None ✅	③ Contacts No Data ❓
④ Morbidity Risk Score (WHO) 7.16 (Medium) ⚠️	⑤ Current Smoker (07/02/20) ❗	⑥ Flu Jab (19/11/19) ✅
⑦ Respiratory Rate - ❓	⑧ Care Settings Domestic	⑨ Initial Survey Complete (24/03/20) ✅	⑩ Self Complete Daily Questionnaire (19/03/20) ⚠️

Overview

Patient's COVID Code:	BEN8 ⑪
High Risk Groups	Category A: High Risk (1): Patients Aged 70 or over

Analysis

Patient appropiately monitored ✅
Patient has completed the questionnaire ✅

① **COVID Status**: Has the patient been tested for Coronavirus (Untested, Positive, Normal)

② **Symptoms:** Has the patient either a fever or a cough – data from the last patient questionnaire

③ **Contacts:** Has the patient been in contact with either someone who has Coronavirus or someone who has symptoms of Coronavirus – data from both the initial questionnaire filled out by the HCP and the last patient

④ **Morbidity Risk Score (WHO):** Risk score based on actual mortality rate of Coronavirus using patient demographics such as age and specific long term conditions (the higher the score the more at risk the patient is)

⑤ **Smoking Status:** Non smoker, ex-smoker, current smoker

⑥ **Flu Jab:** Date of last jab and green tick if since 1 September 2019

⑦ **Respiratory Rate:** The patient's respiratory rate

⑧ **Care Settings**: Where does the patient live - data from the initial questionnaire (Care home, domestic home alone, domestic home with others)

⑨ **Initial Survey Complete:** Date the initial survey was completed by the HCP – If not started can click to start Self Complete Daily Questionnaire

⑩ **Self Complete Daily Questionnaire:** Date the last survey was completed by the patient

⑪ The patient's COVID code under the **Overview** section is used for the patient to log into the daily questionnaire on **www.NHSPatient.org**

Having reviewed a patient, if further (Healthcare Team led remote assessment) action is required click the **Complete Proactive Qu for COVID** link to access the COVID questionnaire.

Analysis

Patient appropiately monitored ✅

Patient has completed the questionnaire ✅

Actions

Complete Proactive Qu for COVID ⬅ | Review Last Qu (24/03/2020)

Complete Patient Qu for COVID | Review Last Qu (19/03/2020)

View detailed patient metrics to start review

COVID Proactive Qu for High Risk Patients

Please complete the sections below:

Are you aware of, and do you understand, the national guidance for higher risk patients on how to stay safe during the Coronavirus pandemic?	○ Yes ○ No ◉ Not set
Notes relating to the above:	[text field]
Do you have a new cough which is irritating in nature and non-productive?	○ Yes ○ No ◉ Not set
Notes relating to the above:	[text field]
Do you currently have a fever or any symptoms of fever?	○ Yes ○ No ◉ Not set
Notes relating to the above:	[text field]
Are you currently experiencing any loss or change to your normal sense of smell or taste?	○ Yes ○ No ◉ Not set

Following the completion of the remote Healthcare Team Proactive COVID assessment patients can be provided with their unique COVID Code (generated and displayed in the system) and education materials to enable effective self-isolation.
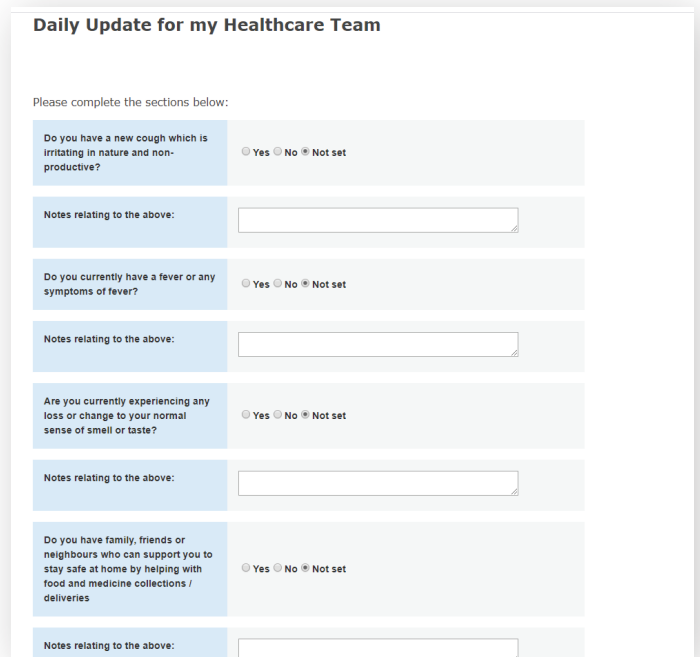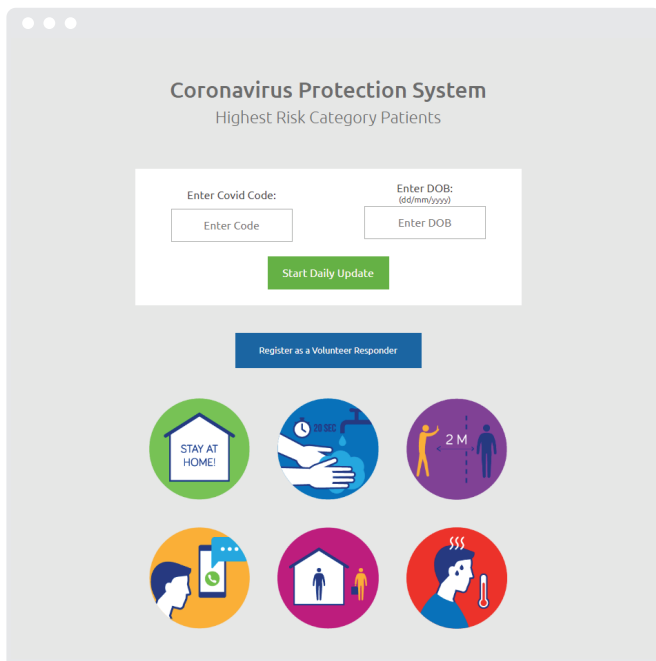
Overview

Patient's COVID Code: ECM3 ⬅

Ensuring Priority Patients Are Effectively Self-Isolated

Coronavirus Protection System Questionnaire

Having been issued a COVID code a patient can go to **www.nhspatient.org** and fill out their daily questionnaire further augmenting the information available on the COVID Review page.

Coronavirus Protection System
Highest Risk Category Patients

Enter Covid Code: Enter DOB:
(dd/mm/yyyy)

Enter Code   Enter DOB

Start Daily Update

Register as a Volunteer Responder

STAY AT HOME! 20 SEC 2 M

Daily Update for my Healthcare Team

Please complete the sections below:

Do you have a new cough which is irritating in nature and non-productive? ○ Yes ○ No ● Not set

Notes relating to the above:

Do you currently have a fever or any symptoms of fever? ○ Yes ○ No ● Not set

Notes relating to the above:

Are you currently experiencing any loss or change to your normal sense of smell or taste? ○ Yes ○ No ● Not set

Notes relating to the above:

Do you have family, friends or neighbours who can support you to stay safe at home by helping with food and medicine collections / deliveries ○ Yes ○ No ● Not set

Notes relating to the above:

A. Go to **www.nhspatient.org,** enter the COVID code and **date of birth** then click **Start Daily Update**

B. Fill out questionnaire and click **Save**

Ongoing Patient Education

Also available to download from NHSpatient.org is the **Survival Guide to Coronavirus for Highest Risk Category Patients,** a simple but in-depth guide that educates patients on Coronavirus safeguarding.

These can be given out with repeat prescriptions, emailed to or downloaded by patients or posted.

www.nhspatient.org

STAY AT HOME!

20 SEC

2 M

Your Survival Guide to Coronavirus
Highest Risk Category Patients

Important Advice to Keep You, or the Person You Care For Safe

Fully Integrated with:
Advice & **Guidance**
NHS Digital Assured

COVID-19 Interface

Implementation & Support

The COVID-19 interface enables rapid patient identification, ongoing patient remote support and effective utilisation of your remote healthcare team.

The COVID PROTECT Service.

Population Risk Optimisation Through Eclipse Clinical Triage.

The PROTECT Service enables effective remote Population Health Management. The Service:

1. Allows remote self-isolating workers to safely view Patient Portals with Role Based Access.
2. Instantly identifies which patients are at risk and require remote assessment.
3. Ensures standardised assessment of the Patients utilising a secure web based portal.
4. Uses the information entered by the Healthcare Team to further evaluate any actions needed and to inform ongoing remote support actions.

5. Enables the patients to provide constant daily updates on their health and self-isolation status.
6. Constantly evaluates the relative performance of each region validating the reduction in hospital admissions.
7. Empowers Patients, Carers and Healthcare assistants.
8. Validates holistic outcomes utilising VISTA Analytics.

IDENTIFY
COVID-19 PROTECT instantly identifies the at risk patients needing protection from the Coronavirus.

PATIENT ANALYSIS
Automated analysis to create a standardised COVID-19 specific patient review summary for all at risk patients.

OUTBREAK RESPONSE
Identification of at risk patients likely to need hospital support for enhanced capacity management.

PROTECT
Service Summary

MANAGEMENT PLAN
Every target patient receives a standardised remote assessment operated within the interface by a remote HCP.

COMMUNICATION
The system allows effective patient to clinician and clinician to clinician communication.

CONTINUAL AUDIT
To ensure protection of vulnerable patients.

NHS PATHWAYS SUPPORT

We have a range of support services and training programmes available to help you make the most of your NHS Pathways System. Please call 01553 615555 or email support@prescribingservices.org to find out more about our:

User guides – SystmOne and EMIS Web

Telephone helpline service

Online demos

www.nhspathways.org

HOW TO SET UP USERS FOR NHS PATHWAYS

CCG level log in requests have to be authorised by the Head of Medicines Management and should be sent to support@prescribingservices.org

Practice level log in requests have to be authorised by either the Practice Manager / Lead GP or Primary Contact listed on the original sign up form and should be sent to support@prescribingservices.org for Information Governance purposes.

All log in requests require the following:

- Name
- Job Role
- NHS Email
- Mobile Number (optional)
- CCG
- Practice National Code
- Practice Name

Once received these requests will be actioned, details sent to users directly and you will be updated.

QUICKER IDENTIFICATION OF YOUR PATIENTS

SystmOne practices only

SystmOne use the NHS number as the patient identifier. This number is not extracted, instead a reference number is generated and held within an Excel sheet called a PATLIST. The Practice Managers/Primary Contacts are aware and shown this as part of the extraction process. There is also a macro quick finder that can be downloaded as detailed below.

How to download a macro for quicker identification of your patients

Please enter the below link into the address bar in your web browser:
www.nhspathways.org/downloads/patlistsearch.zip

1. A zipped folder will be downloaded, unzip and save 'Eclipse Patient List Search.exe' file (keep for future use).

2. Double click and run the file.

3. Click 'choose file', then navigate to where the PATLIST is saved.

4. Enter patient reference 'Ref' number in 'Reference Number' field and click 'Search'.

5. The 'NHS Number' field will then be populated.

We recommend minimising the program so as not to repeat step 3 each time.

For any further guidance please contact support@prescribingservices.org

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ISO
9001 : 2015
REGISTERED

QUALITY
MANAGEMENT

ISO
14001 : 2015
REGISTERED

ENVIRONMENTAL
MANAGEMENT

ISO
27001 : 2013
REGISTERED

INFORMATION
SECURITY
MANAGEMENT

NHS

NHS Digital Assurance with FRA certification
NHS England Section 251 Accredited

PS/BC/SC/11720/NTL/GB/a

COVID PROTECT