

LIFE AFTER LOCK DOWN

PREPARING TO TRADE



HAKIM
GROUP



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As the country looks ahead to the phased easing of the current lockdown, social distancing measures will remain in place. The 'New Normal' into which we will resume trading will include social controls, regulations, referral pathways and additional measures to limit the spread of coronavirus.

As of Sunday 10th May, the government guidance in England changed from:

STAY AT HOME, PROTECT THE NHS, SAVE LIVES



STAY ALERT, CONTROL THE VIRUS, SAVE LIVES

As you prepare for the new normal, new measures need to be implemented before you resume trading to ensure your practice is compliant, and then maintained until such a time that Government or regulatory guidance states otherwise. The measures to be implemented broadly fit into 3 categories:

- Social Distancing
- Infection Control
- People and Procedure

As of the 1st May, the ROI have set out their road map phased over five stages for reopening society and businesses

<https://www.gov.ie/en/news/58bc8b-taoiseach-announces-roadmap-for-reopening-society-and-business-and-u/>

Social Distancing

All practices are expected to follow social distancing guidance to maintain a 2m distance between individuals whenever possible. Government advice recognises that "the practical implementation of this advice will depend on the local circumstances." The guideline goes on to acknowledge the need for a local management assessment of measures that can be implemented. If the size and shape of the practice makes it difficult to do so, consider what measures may be put in place to protect patients and employees.

Actions: Preparing for Social Distancing

- Survey and map the practice workspace identifying the following zones: Reception, Waiting, Clinical (pre-screen & consulting room) and Dispensing. Identify pinch points and areas where 2m distancing is not possible. (Consider using spare test rooms as waiting areas if space is limited)
- Use floor markings to identify 2m distances and calculate how many patients and staff can safely occupy the space at any one time
- Risk assess pinch points and areas where 2m distancing is not possible. Identify what additional measures can be taken to mitigate the risk e.g. Screens / PPE / one way systems
- Submit risk assessment to Practice Buddy for requisition of screens / tools required to mitigate risk
- Remove or rearrange furniture to open up available space and ensure walkways and corridors are as free as possible
- If possible replace soft furnishings with chairs that have easy to clean and disinfect surfaces
- Implement locked door policy to control patient volume and flow through the practice
- Place clear signage throughout the practice to remind patients and staff of the social distancing measures and asking them to comply with the rules
- Limit customer access to customer toilets
- Place clear signage in staff areas to remind staff of the social distancing measures and asking them to comply with the rules

Infection Control

The following measures are required to be implemented in addition to the use of PPE which can be found in the [light touch customer journey document](#) and the [PPE and Infection control guidance document](#).

Clinicians and Dispensers who work within 2m of a patient during consultations and dispensing respectively must wear full PPE. Reception and admin staff who are unable to maintain a distance of 2m but do not come into contact with the patient are required to wear a fluid resistant face mask. The use of such PPE does not replace or reduce the need to follow the government guidance in relation to hygiene practices.

Actions: Prepare for Infection Control

- Ensure all staff are aware of the social distancing measures that are in place and trained on how they should support these measures being observed. Remind staff that social distancing applies in all areas of the practice, including non-customer facing areas
- Place clear signage throughout the practice to remind patients and staff of new infection control measures required and asking them to comply with the rules
- Place clear signage throughout staff areas to remind staff of the infection control measures and asking them to comply with the rules including hand washing and decontamination
- Take an inventory of PPE, disinfecting consumables: Wipes, cleaning solutions, tissue, soap and ensure the practice has sufficient stock to service the volume of patients and staff
- Set up a sanitisation station at the entrance to the practice with alcohol hand gel, disinfectant wipes, tissues and disposable face masks
- Stock every workstation with hand sanitiser, wipes and tissues
- Ensure all staff are aware of the infection control measures that are in place and trained on how they should support these measures being observed including hand washing and decontamination
- Sanitisation station set up in staff area with supporting signage
- Adjust staff rotas to stagger start, finish and break times if possible to avoid crowding
- Check opening windows are open to allow circulation of fresh air through the practice
- Carry out a deep clean of the practice to include cleaning and disinfection of all surfaces, workstations, touchpoints, instruments and frame stock

People and Procedure

The social distancing and infection control measures help to protect our patients, ourselves and our colleagues, risk of transmission and infection is worrying for both patients and staff. It is vital to ensure our staff understand the measures and how to work with them. It is equally important to establish ongoing best practice and to maintain good compliance through regular huddles and reviews.

The health and wellbeing of our patients and staff is paramount so it is essential that support mechanisms are in place and that team members know how to access them.

Actions: Prepare and ongoing actions for People and Procedure

- Identify the number of staff and select which team members required to re-open
- Ensure all team members are aware of the new operating procedures that are in place and have been briefed before they return to work on how they should support these measures being observed (See briefing sheet)
- Once each team member has been briefed, then please provide them with a letter and ask them to sign a copy which will be retained by the Shark (Template contained in the pack)
- Nominate a suitable team member to be compliance champion responsible for daily review and audit of social distancing and infection control measures
- Implement daily team huddles to review current operating procedures using the practice daily checklist to ensure social distancing measures are in place and compliance to infection control procedures plus inventory check. Identify risks and opportunities to improve safety and performance. Daily reminders on hand washing and decontamination, training and implementation of new measures as and when announced by Government or regulator

- Establish and maintain close contact with the local CCG and Trust, read, action and respond to all local communications about referral pathways, remote services and CUES
- Ensure all qualified staff have completed safeguarding level 2 certification (or equivalent) or that current certification is still in date

Preparing to trade - Airsweb

To support practices in being able to trade under the new measures, we have created a full checklist through Airsweb which each practice will need to complete prior to opening their practice under the new measures. This will ensure that all safety protocols and key actions have been adhered from the social distancing measures.

Practice risk assessments

Based on government advice, everyone needs to assess and manage the risks of COVID-19. As an employer, you also have a legal responsibility to protect patients, team members and others from risk to their health and safety. This means you need to think about the risks they face and do everything reasonably practicable to minimise them, recognising you cannot completely eliminate the risk of COVID-19.

Here are the key guidelines, which have been extracted from HM Government – Working safely during COVID-19 in shops and branches <https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/shops-and-branches>

- In every workplace, increasing the frequency of handwashing and surface cleaning
- Workplaces should make every reasonable effort to comply with the social distancing guidelines set out by the government (keeping people 2m apart wherever possible).
- Where the social distancing guidelines cannot be followed in full, in relation to a particular activity, businesses should consider whether that activity needs to continue for the business to operate, and if so, take all the mitigating actions possible to reduce the risk of transmission between their staff.

Further mitigating actions include:

- Increasing the frequency of hand washing and surface cleaning.
- Keeping the activity time involved as short as possible.
- Using screens or barriers to separate people from each other.
- Using back-to-back or side-to-side working (rather than face-to-face) whenever possible.
- Reducing the number of people each person has contact with by using 'fixed teams or partnering' (so each person works with only a few others).
- Finally, if people must work face-to-face for a sustained period with more than a small group of fixed partners, then you will need to assess whether the activity can safely go ahead. No one is obliged to work in an unsafe work environment.

In your assessment you should have particular regard to whether the people doing the work are especially vulnerable to COVID-19.

We believe that it is good practise for each practice in the group to complete their own risk assessment to consider the above as part of their life after lock down trading plan.

For practices in the UK (England Scotland, NI and Wales), please complete the risk assessment through the Health and Safety executive website and create a simple record to cover:

- Who might be harmed and how
- What you are already doing to control the risks
- What further action you need to take to control the risks
- Who needs to carry out the action
- When the action is needed by