



## Hot Clinic Survey Results (May 2020)

*(Summary written by Quality and Governance Manager)*

### Introduction

Following the Board Meeting of 30<sup>th</sup> April 2020, a survey was created and circulated to all Practice Managers and GPs across North Staffordshire to gauge their opinion on the Federation's Hot Clinic. This included whether they had heard about it, whether they found it useful and their general feedback so that we can improve such services going forward. In addition, we also made it clear within the introduction section of the Survey that the Federation had set up the Clinic on its own, without direction or additional resources from the CCG, as the Board were keen to ensure that practices understood that.

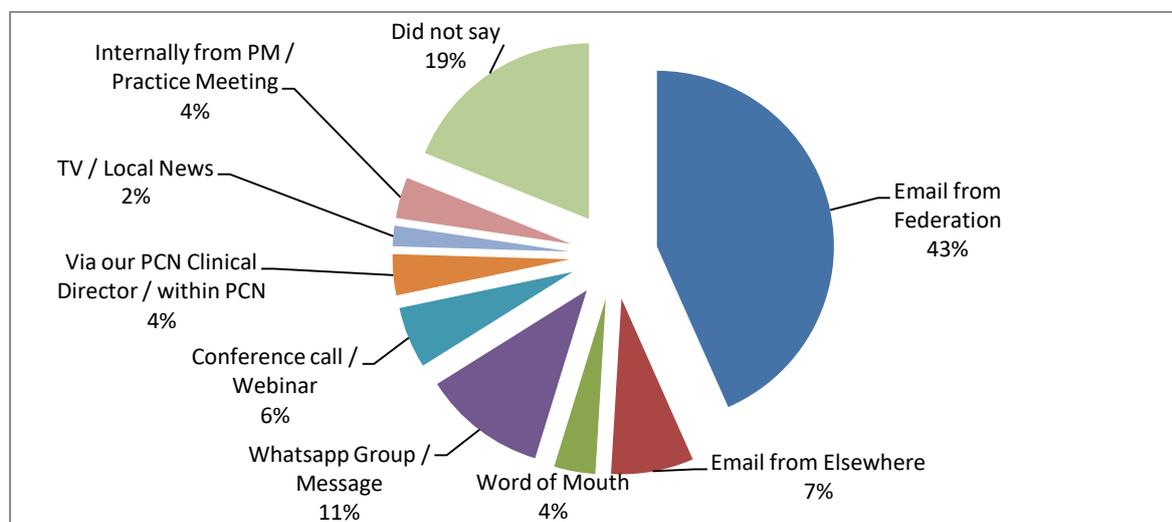
The Survey was created in Smart Survey and the link was emailed out and circulated on GP TeamNet. It was sent out on 12<sup>th</sup> May 2020 with responses requested by 26<sup>th</sup> May 2020. At the time of writing we had received 53 responses. The results are set out below.

### Summary of Results

100% of respondents were aware that the Federation had set up the Hot Clinic for practices to refer patients suffering from COVID-19 symptoms.

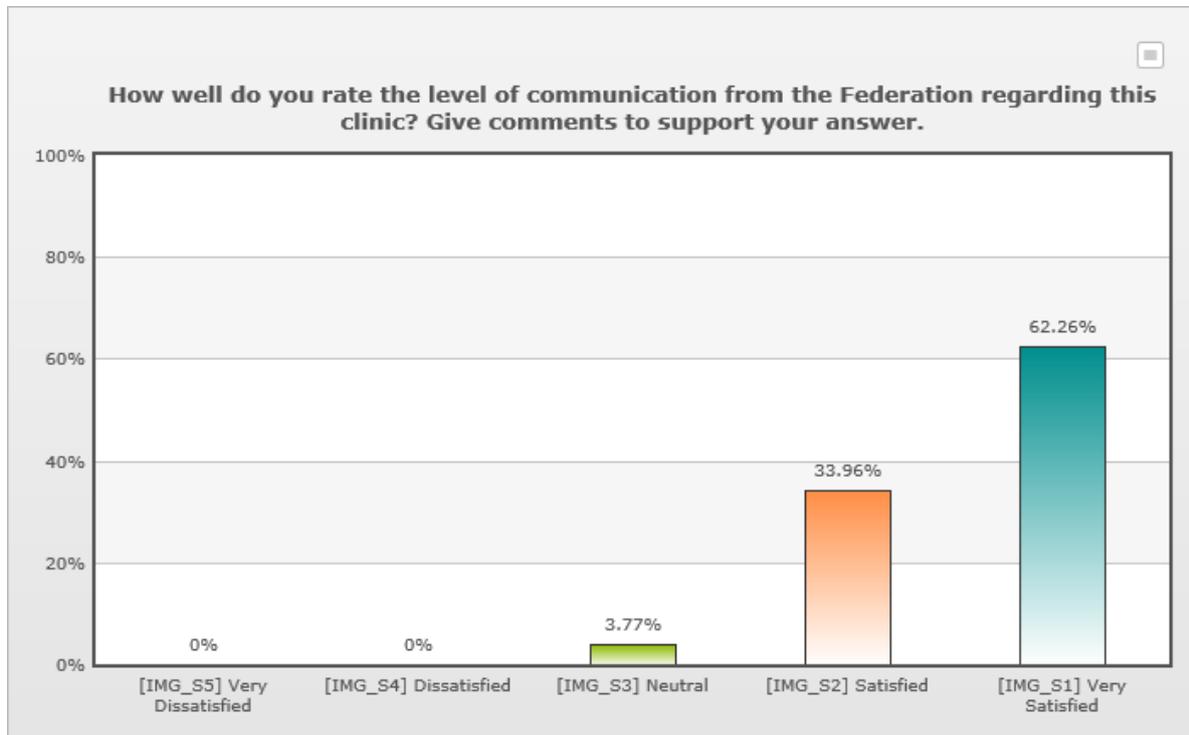
100% of respondents felt that the Federation set up the Hot Clinic in a timely manner.

#### Graph 1: How did you first hear about the Federation's Hot Clinic?



We then asked each respondent to rate the level of communication from the Federation regarding the clinic and provide comments to support their answer. The responses are set out below:

**Graph 2: How well do you rate the level of communication:**



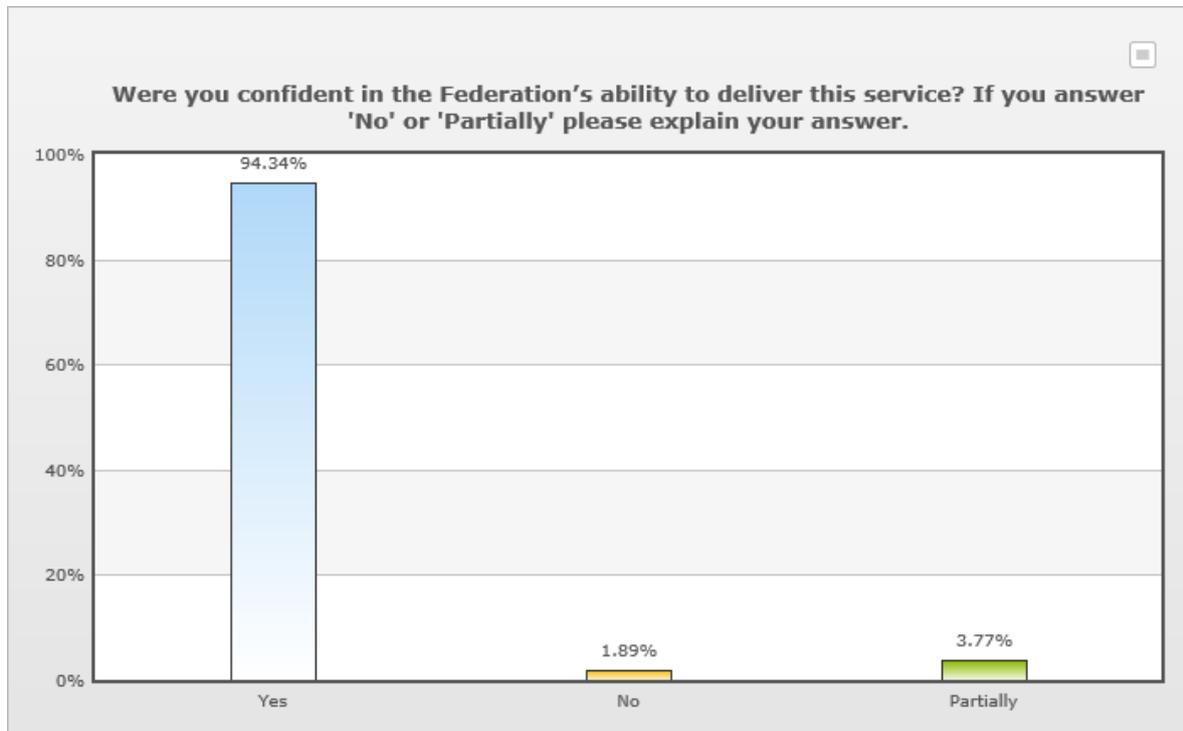
The full list of comments can be found at Appendix 1. However, in summary, the majority of the comments received were very positive, and used words such as timely, clear, informative, excellent, rapid, and good to describe the communication from the Federation regarding the Hot Clinic.

However, the following comments heed some learning points, mainly about ensuring initial communications are clear and concise and that protocols are communicated to avoid confusion:

- Timely communication if not a little wordy at times
- Had a couple of issues with patients who have been referred there. One was refused, but ended up in hosp with covid, but the GP answered that he had acted correctly. Another was a communication issue whereby a patient had their appointment cancelled and referred back to the practice. The Fed did take this as a learning point.
- Email initially was a tiny bit confusing and then it was fine-tuned and communicated to practices very promptly.
- emails but I would have to go looking for referral guidelines
- email thread was adequate. However, unable to contact those at the clinic directly which cause a problem in practice. This issue was duly noted in a timely fashion.
- Needed a bit more clarity on exact role of Hot clinic / referral criteria
- good comms . especially after the initial confusion around the @sats drive through @ - which were then re triaged by another doctor then passed on to another dr in the COVID clinic –
- In beginning correspondence was a bit confusing, but we got answers back very quickly to any questions
- The only thing I didnt realise is that this replaced the need for CCAS slots in practice - this was not communicated clearly
- it was slightly difficult to understand in the beginning the route into the clinic and gps did mix up covid clinics and think that people would get tested in this clinic

Question 5 of the Survey asked respondents whether they were confident in the Federation's ability to deliver this service. Graph 3 below sets out their responses.

**Graph 3: Were you confident in the Federation's ability to deliver this service?**



The following comments were received from those who answered 'No' or 'Partially'.

- Our only concern was that the hot clinic may become overwhelmed during the peak of the pandemic although this never seemed to happen. We do have plans on standby for a hot clinic at Leek Moorlands but we haven't had to use this yet.
- just because it was potentially a huge task!!!
- Initially I thought this was too large a scale project to set up in a short space of time. However, the Federation have done practices proud with this service.

However, the following comments were also received in response to this question, which were extremely positive and worth noting:

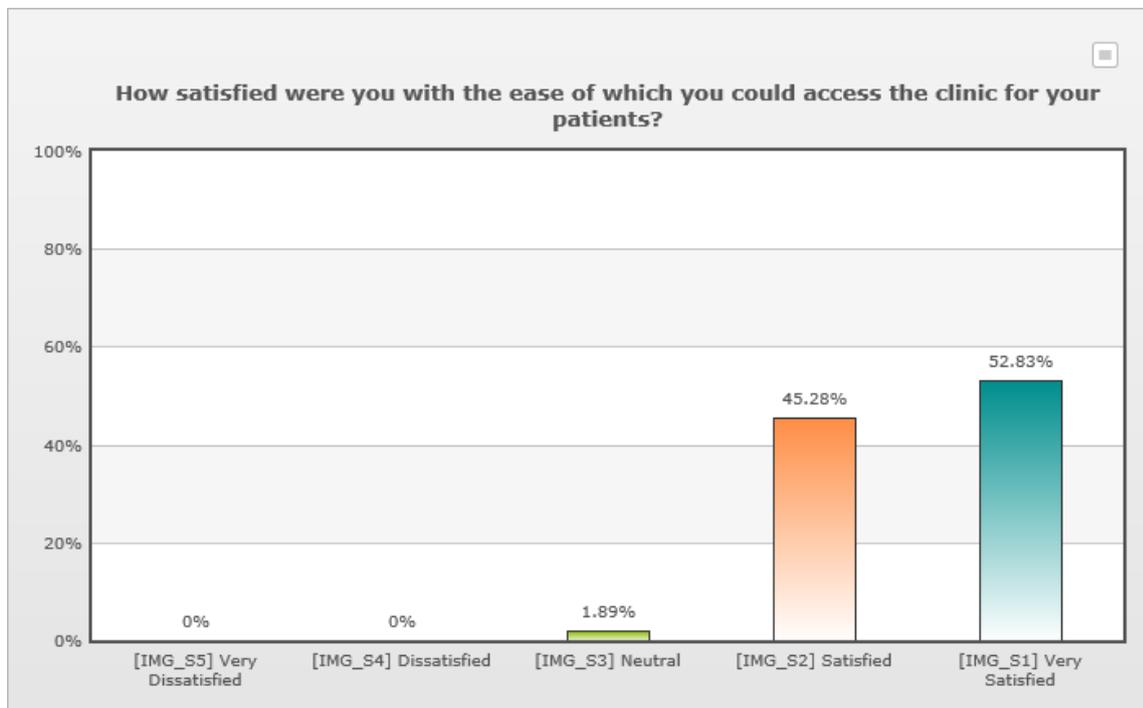
- Absolutely
- Federation has proved itself time and again its efficiency on able to take up responsibilities and deliver what is promised to the Practices/ to the CCGs and most importantly to the patients. As a GP, I am confident to work in this service and feel supported.
- Yes, personal experience, very safe practice
- Always excellent service by federation
- The projected demand suggested the hot clinic would be overwhelmed within a week. Thankfully this did not happen.
- Swift and informed response to locality needs

- I am confident in the Federations ability to be both responsive and to deliver.
- Has strong and dynamic leadership

However, it is pleasing to note that 100% of respondents were confident in the Federation delivering similar services in the future, showing that although there was some doubt initially, the Federation have been successful in turning these opinions around.

The next question asked respondents how satisfied they were with the ease of which they could access the clinic for patients. There were no comments relating to this question.

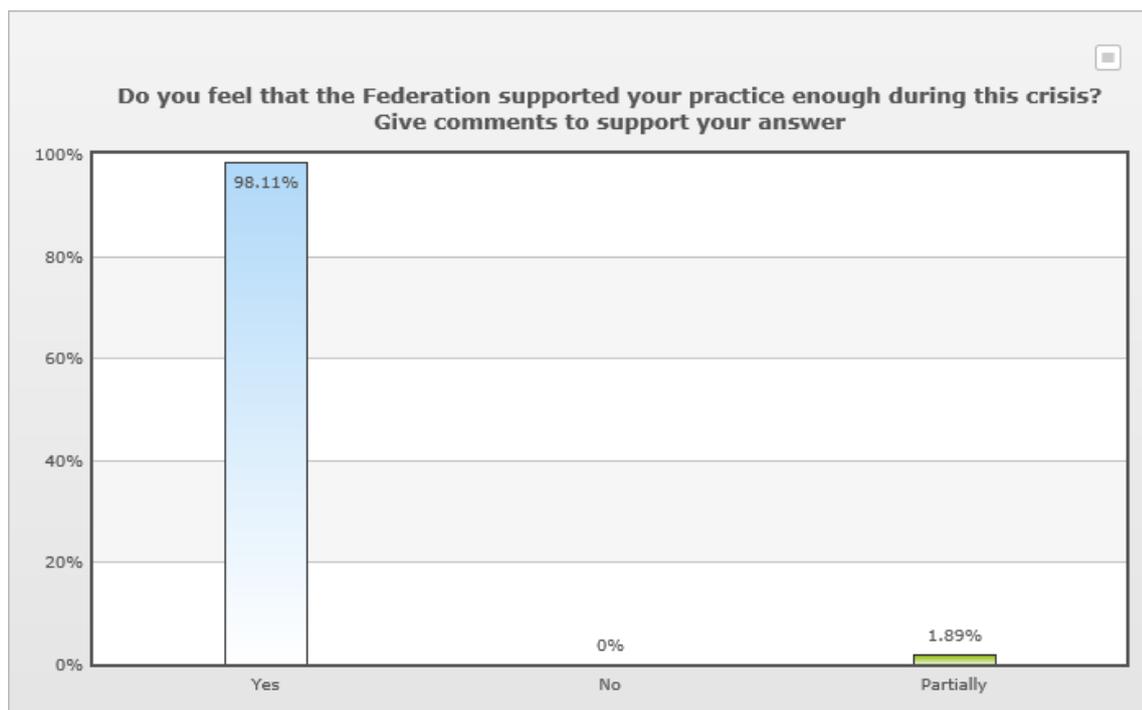
**Graph 4: How Satisfied were you with the ease of which you could access the clinic for your patients?**



Question 7 moved on to ask respondents how supported they have felt by the Federation during this crisis. The results are below with the full comments in Appendix 2.

However, general feedback is very positive with many respondents stating that they felt supported, communication and information was rapid and frequent and that the Federation took the pressure off them during a difficult time.

**Graph 5: Do you feel the Federation supported your Practice enough during this Crisis?**



Question 8 asked respondents, In relation to COVID-19, if there was to be a second wave, what would you like the Federation to focus on to support practices? The full responses can be found at Appendix 3, however, the summary is below.

Please note that there were more answers than the 53 respondents as some people made two or three suggestions in their answer.

<b>Suggestion</b>	<b>No. of Respondents</b>
Hot Clinics (continuation and more hubs / capacity)	40
Acute / Home visiting service	9
Overflow capacity for normal acute demand / more Extended Access appointments / Telephone appointments (ANP and GP)	5
Support Practices to access adequate PPE supplies (i.e. bulk buying)	3
Assistance with manpower due to illness (admin and reception)	3
Advice Helpline / FAQ support with all latest guidelines kept up to date	2
Transport for patients without their own vehicle to the Hot Clinics	1
Standardised Facebook pages so all patients are getting the same message	1

<b>Suggestion</b>	<b>No. of Respondents</b>
Reduce the amount of work being passed back to practices from Federation Clinicians (EA service)	1
Get Access to testing	1
Federation take over Out of Hours Service so all services are joined up	1
Expand to include ENT examination with adequate PPE as worry that putting this off any longer risks missing cancers	1
Create a Hot Visiting Team	1
Absorb work from Practices (launch access to ICE)	1
Remote access is really patchy, which makes you feel underconfident that it will work when you need it. Accurx has been fantastic, but it would be great if we could get some way of seeing the patient on your screen instead of small picture on your phone for video calls. You can send med3 and blood forms via accurx, however the phlebotomy clinics for some reason insist on paper, all they need is some form of code reader. Not only would this help with stopping footfall, but would reduce the need to print paper, and reduce cost to practices. It would be great if as we move towards annual reviews if we could bulk search and send blood forms electronically.	1

Finally we asked if there were any further comments that they wished to make. 29 respondents responded with the following messages of thanks and gratitude, however there was one point of feedback regarding what GPs say to patients which should be noted.

The Federation have been excellent in this crisis
Many thanks for your help in this current crisis
A bit woolly about patients that were referred, but the Fed have addressed these now I believe
Just a note of thanks to colleagues within the Federation who have responded to the pandemic and continued to support all of the member practices throughout this difficult time. Well done to all.
I am very grateful that the federation has provided this service. Thank you.
A HUGE THANK YOU to all at the GP Fed who continue to support and advise Practices during this extremely testing and uncertain time.  WELL DONE and keep up the great work.
Thank you for your support and commitment during this difficult time
thank you so much, you have helped in reassuring and supporting a newly PM with what has been something I will probably never experience again.....a huge thank you to you all
thanks

Thanks for your rapid and effective response.
Thank you!!
I wish all the best and thank you for this form.
Yes - thank you to all at the GP Federation , you are very much appreciated.
Brilliant response - thank you
Excellent service
We have found the Federation to be extremely helpful and beneficial to us during this pandemic and beforehand.
thanks for your support
great initiative .
We can't thank you enough for the efforts and continued commitment in setting up the HOT clinics. Feedback from patients has been positive. Also watching your approach helps reinforce what we are all doing in terms of PPE, deep cleans where they become applicable and the understanding of the time these situations all take to be able to do them properly.
I think they have done a good job in a timely manner and I personally thank them for this
thank you
As above, more hot clinic HUBs
Well organised and communicated by Manager
Excellent work form all at the Federation and the staff that have supported the services - thank you!
Only that I would rather the doctors did not feel it appropriate to complain to patients and me about referrals there - I had a patient recently that was referred in by one of my staff members after discussing with me - was assessed by COVID Telephone clinician and they brought the patient in for face to face review - after that the GP said should not have gone there - but only after assessment face to face - had also told patient that GP called me to complain about my staff member Patient called to complain about the referral in triggered by what had been said to her by the doctor - THIS IS NOT APPROPRIATE COLLEGIATE WORKING This is not appropriate - the patient reported to us new worsening SOB and increasing need for nebs and new cough.....despite CLD this was all new...much easier to say not needed after face to face assessment and no consideration to variation in presentation of symptoms by patients from clinician to clinician Lets try and continue working as a team....would have been much easier for me too to just px nebs as pt requested but that did not feel appropriate
high quality service, set up quickly with good comms and clear entries in patient notes a very credible service provider much higher quality service than current OOH and 111
This pandemic has highlighted the strengths and weaknesses of primary care locally. I think my organisation is stronger, more efficient and more proactive as a result of the huge changes that have taken place. We embrace the ""new"" NHS as there is a real need not to regress back to how things were. I do fear that some practices are treading water and waiting for things to go back to

how they were. The Federation will need to play a key role in ensuring that the significantly improved combined service that we are offering to patients via total triage and expanded digital delivery continue in the future

The Federation has liaised with commissioners, listened to me as an individual manager when necessary, guided practices and offered essential hot hubs at scale.

They should be commended.

Please extend the opening times (or possibly open later and finish later). If a patient calls at 6.15pm it is too late to book them into a slot, ideally we need to have slots until 7.30 pm.

Also extended access tel appt over the weekend would be useful to review potentially unstable patients - I have not been able to book any recently.

lots of communication issues with this crisis problems with both being able to have emis fully working and practices and practice managers not having clarity around instructions and timescales

You are doing a great job and I commend it - particularly the strong leadership and management team - well done and keep going

## Appendix 1: How Well did the Federation Communicate with you regarding the Hot Clinic?

Very clear
Timely and informative emails
Love the Whatsapp group and then follow-up via email. Means we get the basic information quickly and can then refer to the emails for more detail.
Timely communication if not a little wordy at times
Had a couple of issues with patients who have been referred there. One was refused, but ended up in hosp with covid, but the GP answered that he had acted correctly. Another was a communication issue whereby a patient had their appointment cancelled and referred back to the practice. The Fed did take this as a learning point
Timely communication received from the federation, this can be easily disseminated to practice staff to support their role and support to patients.
Email initially was a tiny bit confusing and then it was fine-tuned and communicated to practices very promptly.
We get a prompt email informing us about patients - in most cases; occasionally we have not received the information
Regular updates, reminders and any changes to clinic's given in a timely and efficient manner
emails but I would have to go looking for referral guidelines
Practices have been kept well informed throughout and questions/queries were answered promptly
brilliant
Seen several emails- very clear about who and how to book
Excellent
Really rapid response in setting up the clinic - up and running quickly.
email thread was adequate. However, unable to contact those at the clinic directly which cause a problem in practice. This issue was duly noted in a timely fashion.
First in the region / Country to adapt to the changes which is fantastic.
Excellent service
regular e mails are helpful
Communications excellent and comprehensive as always
Communication has been great throughout
I have referred a number of patients to this clinic - I have been very satisfied with the outcome. I believe this service was set up promptly and fitted the exact needs of the service
Regular email updates have been sent out and found the WhatsApp group chat informative.

Needed a bit more clarity on exact role of Hot clinic / referral criteria
ian very good at emailing us and setting up a whats app chat
good comms . especially after the initial confusion around the @sats drive through @ - which were then re triaged by another doctor then passed on to another dr in the COVID clinic -
Excellent email communication and cascade of information
In beginning correspondence was a bit confusing, but we got answers back very quickly to any questions
We were sent a protocol for triage into the hot clinic which was useful.
emails good
Federation has been extremely good in communicating right from the beginning. I do work for federation and very happy with organisation.
Easy bookable procedure
Whats App is very quick
Good Communication
explained how they were to be used from the start
Excellent communication and updates
Quick letters and availability
The initial communication and conference call were very explanatory and helpful.
The only thing I didnt realise is that this replaced the need for CCAS slots in practice - this was not communicated clearly
Good
I also was able to email to obtain more information re the clinic.
informative emails at all stages
Good comms
Good communication
Very effective service which has my confidence and avoids the need for individual practices or PCN's attempting to set up hot and cold sites which I strongly believe cannot be managed effectively and safely from an infection control and staffing perspective. The risk to patients and staff is simply too high.
We have received numerous email about the capacity and how to access this service
fine
I got my communication at practice level
I haven't referred many I am not sure If we have received communication back from the clinic,= after their assessment, I would have to check. If there isn't any then that would be useful.

Prompt information

1) Regular emails from Ian

2) Team meeting by Malai and Ian at the start of COVID clinic

it was slightly difficult to understand in the beginning the route into the clinic and gps did mix up covid clinics and think that people would get tested in this clinic

Good communication channels via emails

## Appendix 2: How Supported have you felt by the Federation during this Crisis?

<p>Absolutely . Setting up the hot clinics quickly.</p> <p>The Federation have been invaluable in working as part of the team with the CCG &amp; STP &amp; NHS to ensure that the concerns/ needs of primary care are been addressed .</p> <p>Ian Gibson has been a true star in translating often complex messages into clear instructions for practices.</p>
<p>Regular contact via email and WhatsApp group has been great - knowing that everyone is feeling unsure &amp; sharing points of information has been a great support.</p> <p>Thanks as always to Ian for his understanding of the PMs role and the speed of his response to queries, which I am sure at times seem minor.</p>
<p>We had clinics available, we were able to book patients into them and this was very supportive to the practice.</p>
<p>Appointments available when needed</p>
<p>Always communicated well</p>
<p>Good communication and support, any queries quickly dealt with by the federation team. additional comms channels, whatsapp etc. set up to provide information to practices regarding the pandemic and other operational issues.</p>
<ol style="list-style-type: none"> <li>1. Setting up the clinic and the speed which it was done was very good</li> <li>2. reliability and dependable organisation</li> <li>3. also for may bank holiday cover</li> </ol>
<p>This has provided a frontline service that each practice would find hard to deliver given the level of safeguards needed. By having a central hub for ""hot"" patients this has enabled us to triage remotely and book patients into this service if necessary giving us the confidence that patients are going to receive the required assessment.</p> <p>The only issue we have found is that as the HOT clinic location is quite a way from our practice, if patients do not have their own transport this has provided a dilemma for us and patients.</p>
<p>Yes. Excellent support on a day to day basis. Setting up of Social Media Communications (WhatsApp) was hugely beneficial. GP Federation responded, and continues to respond well during the current Crisis</p>
<p>luckily have not needed any support, my partner wanted information about a complicated exposure situation and struggled to get this.</p>
<p>Information and guidance available throughout</p>
<p>Ian especially has been such a great support network for the PM group</p>
<p>Very quick response and ample Covid triage slots available early on in the pandemic- easy to access and book. Very impressive speed of getting the service up and running.</p>
<p>Prompt response to the crisis.</p>
<p>yes, responsive/supportive.</p>
<p>As above</p>

Limited feedback here as I do not know the exact figures or numbers how this Practice benefited etc yet, however from what I hear and on personal experience of booking patients never had any issues
Excellent service from the covid hot clinics to support surgeries in not having to see these in practice
yes
I find the federation is always very supportive and responsive at all times and has really given a boost to practices with the availability of additional capacity at this time.
Brilliant response to the pandemic - thank you
Yes - I believe the federation quickly responded to the needs of the GP practice's and also to the governments requirements.
Yes very much so
Yes v helpful & supportive
I think practices would have been worried seeing multiple symptomatic pts in their own practices
follow up call to the patients was a great idea.
See below.
They created space for us to deal with non-covid-related illness by setting up the hot clinic and have changed their extended hours access in-hours to help with triage demand
The hot clinic was very useful and it meant that potentially COVID +ve patients were all going to one place to lim it spread of the virus.
I am VERY GRATEFUL to the federation for its response
Yes, has good support.
Excellent support for the member practices
Has saved us needing to see people and keeping us a green area..
Yes the hot clinic has been a great support for our clinical team and patients
The availability of the HOT CLINIC was a big relief for clinicians - although we did not use it
Continuous support, advice and communications throughout with practices at the heart of their decisions
Fantastic service, removed a lot of stress from practice
The setting up of the hot clinic was done in a timely way and the support around triage phone calls and EA appointments within hours was also helpful.
The federation always step up to the mark and do an excellent job - thank you
We've not sent many patients to the hot clinic but it is good to have the option
I feel the HOT clinics have been successful.
hot clinics when needed them
Good support

Very easy to book appointments
Ian Gibson has been an accessible and informed point of contact for practices. He is the voice of reason as demonstrated in his ""moderator"" approach to questions and queries voiced on covid managers WhatsApp group. He also acts as an effective conduit between commissioners and practices. He should be commended for his work during the past few weeks.
Hot clinic Testing sats Swabbing
fine
to be honest I cannot really comment, not had any direct contact.
More help with technology would have been helpful but no complaints. Thanks very much.
Great communication
1) Practice manager's WhatsApp group set up by Ian 2) Early to set up COVID clinic and sats clinic
clinics were set up in a timely manner but as the virus had been in this country since January were plans made prior to the rush in april ?
Absolutely - proud to note that this was one of first clinic of this sort set up in the UK

**Appendix 3: In relation to COVID-19, if there was to be a second wave, what would you like the Federation to focus on to support practices?**

Hot clinics
Possible list of admin/reception staff able to help out at surgeries who are struggling with manpower due to illness (to include details of which clinical system able to use)
Overflow capacity for normal acute demand and of course continue with the hot clinics.
Expand hot clinic and potential acute visiting service
Yes
Continuation of the hot clinic please  reviewing extended access clinics based on activity of whole population - I am personally not concerned that some practices utilise the service more than others - differing levels of need and expertise within our area which the federation are able to support.  consideration of supporting practices to access adequate supplies of PPE - accepting that CCG are co-ordinating this effort, however there is scope for support in terms of bulk buying for on going needs.  Visiting service - I understand that the AVS is due to be re-commissioned, can NSGPF work with PCN's to develop this service on a locality basis - taking into consideration the need for adequate cover across the areas.
1. Continue to provide Covid hot clinic 2 makes sure the capacity is enough or can be increased in short notice( system in place to increase capacity if needed) 3. Federation clinical colleagues when using remote consultation to make sure they don't pass work to practices unless it is really unavoidable
Continue supporting us with HOT clinic provision. I think this has protected GP staff from the high risk patients.
Focus and support would be beneficial on workforce and possible workforce issues if a second wave strikes. However, I believe what has been done by the GP Fed is well above and beyond the support offered by other health agencies during this Pandemic. The GP Fed have been quick to address and support colleagues in Practices with much appreciated information and guidance.
A help line/FAQ to deal with latest guidelines from UK government/NHSEI, a lot of changes have led to change by rumour rather than based on local best practice or evidence.
Advice and guidance
just doing what they have been currently doing in supporting us they have been a massive help
Similar to this time
The hot clinic was an excellent resource set up promptly and ran effectively. If a second larger wave was to come, ensuring capacity for this service would be valuable.
Home visiting service would be great.

Hot clinic and visiting service if possible
Continue to support with appointments. Evolve to absorb work from Practices ( launching access to ICE etc) Set up more Hot clinics as and when need arises
Continue hot clinics
Same -Hot clinic and extended access appointments in hours
Continue to offer the Hot clinics
Continuation of HOT clinic
Continuation of the hot clinic and also access to bookable GP telephone appointments
To continue with the same level of care and Hot Clinic accessibility
Continue to do the same as currently doing
same coms could be better, but that's ccg's problem standardised facebook pages etc so pts are getting the same message
getting access to testing, more ANP appointments.
Continued Hot Clinic provision with increased access (often no availability for patients later in the afternoon). Visiting of patients - in part covid pressure across practices and in part the recognition of the additional time visits are taking with PPE for non-covid patients (given limitations of availability in the AVS).
To keep the hot clinic open
I think a hot clinic would be the most useful thing.
PPE clear protocols for management of covid cases / mildly possible covid cases including general clinical management but also appropriate signposting instructions all signposting to be instantly adjustable in line with service availability eg 111 saying they can speak to patients but in reality huge waits etc
More hot clinics in different HUBs will be helpful.
To continue hot clinics
Similar to now is very useful.
Providing PPE
More hot clinic appts Home visit service for those with symptoms
Continuation with the services set up as all have been invaluable
Continue hot clinic
Setting up additional hot clinics around the locality

Continue with the same really
Another hot clinic
the only issue we have had is if patients had no transport to get to the covid clinic-I know that this is being looked at.
hot clinic and acute visiting service; would be great if federation could take over OOH so the whole service is joined up
continuing the HOT clinic work
More capacity
<p>Ensure that hot clinics have adequate capacity for referrals as I really don't think that practices are set up to manage covid patients - the level of infection control processes required and the inability of most practices to split their premises safely in to red and green zones is a huge concern and practices risk tipping over if associated covid illness reduces staffing levels to critical levels. Covid patient management can only be done safely and effectively at scale.</p> <p>The support given with non covid access for patients via total triage techniques by the Federation will be essential as demand for non covid work ramps up and as part of the recovery and restoration of primary care services.</p>
Yes: considering home visiting and nursing home support may be useful if severe outbreak.
<ol style="list-style-type: none"> <li>1. Continue the hot hub, extend the access. It seems to finish around 5-5.30 pm when we are still contacting patients until 6.30, so it needs to continue until practices close plus an hour to get the patients spoken to and seen at the hot clinic</li> <li>2. Create a hot visiting team</li> </ol>
home visiting service would be essential
<ol style="list-style-type: none"> <li>1. Remote access is really patchy, which makes you feel underconfident that it will work when you need it.</li> <li>2. Accurx has been fantastic, but it would be great if we could get some way of seeing the patient on your screen instead of small picture o your phone for video calls.</li> <li>3. You can send med3 and blood forms via accurx, however the phlebotomy clinics for some reason insist on paper, all they need is some form of code reader. Not only would this help with stopping footfall, but would reduce the need to print paper, and reduce cost to practices.</li> <li>4. It would be great if as we move towards annual reviews if we could bulk search and send blood forms electronically.</li> </ol>
Continued 'Hot Clinics'
Workforce support
need to continue with the present clinic
Expanded capacity as necessary and perhaps additional ENT examination capabilities provided adequate PPE can be sourced - worry that putting this off any longer risks missing cancers.