**Dental, Community Pharmacy and Optometry CoVid-19 Outbreak Reporting and Business Continuity Considerations**

It is essential the whole NHS community commits to accurate and timely reporting of any local outbreaks, to enable Public Health England to ascertain which are likely to be nosocomial infections. Reporting of outbreaks will also ensure providers are supported in their response to this.

This document supports the NHSE/SW Covid-19 health Outbreak Framework and is for all dental contractors, community pharmacies (including distance selling pharmacies) and optometry settings (including domiciliary services and dispensing practices). It explains what information NHSE&I needs to collect for staff and patients in response to CoVid-19 outbreaks, in order to manage them effectively and ensure the right support is in place for NHS teams, to maintain patient safety and quality of care at all times.

A reporting template is included for you to use. Please follow the flowchart for the correct process.

**Definitions in a dental, pharmacy and optometry setting:**

**Incident:**

* Any member of staff has suspected CoVid-19 (i.e. they are symptomatic) or is confirmed as having CoVid-19 whether symptomatic or not
* Health Protection Team contact the practice/provider, as part of their contact tracing activity, where this results in the provider being advised to take action, including advised that staff should self isolate.

**Outbreak Definition:**

* CoVid-19 outbreak in
* Two or more confirmed cased of COVID-19 among individuals associated with a specific setting with onset dates within 14 days.
* Identified direct exposure between at least two of the confirmed cases in that setting (e.g. within 2 metres for >15 minutes) during the infectious period of the putative index case.
* A greater than expected rate of infection compared with the usual background rate for the place and time where the outbreak occurred.
* A single confirmed case in a very high-risk setting

The definition of a cluster is two or more confirmed cases of COVID-19 among individuals associated with a specific setting with onset dates within 14 days (in the absence of available information about exposure between the index case and other cases.

**In the event of an Incident or Outbreak**

Where an Incident or Outbreak has been identified by any provider, please follow the flow chart overleaf.

**Primary Care Providers – Pharmacy (including Distance Selling providers), Opticians (including Domiciliary providers and Dispensing Practices) and Dental Contractors**

**Incident/Outbreak Flowchart – actions to follow:**

Complete CoVid-19 initial report template (attached to this document) and email to Regional Direct Commissioning Team (email addresses detailed on page 5)

Receive information regarding possible nosocomial CoVid-19 infection in any staff member or patient

Review business continuity plans and consider what actions you need to take to continue to run safe services, including buddying arrangements (or if you can continue running services)

Follow infection control guidance from the Health Protection Team (HPT) to contain the outbreak. The HPT will make contact with you when you have submitted the CoViD-19 initial report template

Agree next steps, possible date and process for re-instating any services changed or halted (we will make contact with you when you submit the form)

Continue daily outbreak SITREP reporting for the duration of the outbreak whenever numbers / situation changes

Re-start services as soon as it is safe to do so, following advice from Public Health England Health Protection Team and Regional Direct Commissioning Team. Ensure ‘outbreak end’ is reported using the attached CoVid-19 outbreak form.

When you have submitted the COVID-19 initial report form (see below), we will be in contact with you to discuss next steps and to support you through the process.

**Primary Care Providers – Pharmacy (including Distance Selling providers), Opticians (including Domiciliary providers and Dispensing Practices) and Dental Contractors**

**CoVid-19 Incident / Outbreak reporting form:**

This CoVid-19 Outbreak template to be completed for all Primary Care commissioned services including General Practice, General Dental Practice, Community Pharmacists and Optometrists.

The CoVid-19 Outbreak template is to be completed immediately on identification of any new Covid-19 outbreak. The completed CoVid-19 Outbreak template is to be submitted to relevant email address detailed below.

|  |  |  |
| --- | --- | --- |
| Name of practice/provider: |  | |
| Address of practice (if multi-site, location of outbreak): |  | |
| Are you reporting an Outbreak or Incident? |  | |
| Organisation Lead (Pharmacist or Optometrist or dental contractor): |  | |
| Email address: |  | |
| Telephone number: |  | |
| Telephone number in case emergency contact is required. |  | |
| Date outbreak/incident identified |  | |
| Date and time of reporting outbreak |  | |
| Has the outbreak effected service delivery (if yes, is this partial or closed site?) | Partial service disruption: | Site closed: |
| If yes to above, please provide an overview of service disruption and any continuity of care risks. |  | |
| Has a specific area in the premises been identified associated with the outbreak? (If yes, please confirm deep clean and date) | Area Affected: | Deep clean date: |
| Number of symptomatic staff |  | |
| Number of symptomatic staff tested, and number of those tested positive | Tested: | Positive: |
| Number of staff awaiting test results |  | |
| Number of staff self-isolating as a result of this outbreak |  | |
| Number of staff self-isolating for other reasons |  | |
| Date(s) staff went into self-isolation |  | |
| Staff anti-body testing results | Number tested: | Number positive: |
| If you have provided the number of patients in which the staff member has in contact with to HPT- please confirm the number provided. |  | |
| Have all staff been using PPE? |  | |
| Do you have any PPE issues or shortages? |  | |

**To prepare for potential staff absence:**

Please consider all these questions and take appropriate action:

* + When was the last time you reviewed your Business Continuity Plan – this is a good to time to review given the risk that this poses to your business.
  + Do you have your closure processes and contact lists up-to-date?
  + Look at undertaking a new Risk Assessment for this purpose to include in your business plan
  + Do you have any local arrangements with neighbouring practices/providers i.e. to provide absence / holiday cover – working as a collective? This can help support continuity of service to your patients.

**In the event that your practice has to report an incident / outbreak or close:**

Please undertake all of the following actions:

* + Inform your NHS England Regional team immediately using the normal email addresses which are detailed below:-

|  |  |  |
| --- | --- | --- |
| Community Pharmacy | BaNES, Swindon, Wiltshire, Gloucestershire and BNSSG | [england.bgsw-pharmacy@nhs.net](mailto:england.bgsw-pharmacy@nhs.net) |
| Cornwall, Devon, Dorset and Somerset | [england.pharmacysouthwest@nhs.net](mailto:england.pharmacysouthwest@nhs.net) |
| Optometrists | BaNES, Swindon, Wiltshire, Gloucestershire and BNSSG | [england.bgsw-optom@nhs.net](mailto:england.bgsw-optom@nhs.net) |
| Cornwall, Devon, Dorset and Somerset | [england.optometrysouthwest@nhs.net](mailto:england.optometrysouthwest@nhs.net) |
| Dentistry | BaNES, Swindon, Wiltshire, Gloucestershire and BNSSG | [england.bgsw-dental@nhs.net](mailto:england.bgsw-dental@nhs.net) |
| Cornwall, Devon, Dorset and Somerset | [england.swdental@nhs.net](mailto:england.swdental@nhs.net) |

* + Follow your closure processes and principles:
    - Communication: How will you communicate this to your patients – such as, put a sign on the door. Have you updated your website? How will you communicate your closure to other NHS Agencies that depend on your services – GP surgeries, local pharmacies / opticians / dentists, other NHS agencies where you have locally commissioned services, CCGs etc.
    - Staff: How will you enable staff members to work from home where they are well enough to do so?
    - Staff: How will you support staff to take telephone calls to support your patients and re-scheduling appointments.
    - Patient Services: Do you have any patients that will be attending over the next 14 days? What about patients waiting to pick up (e.g.) prescriptions or spectacles. Do any patients have urgent appointments? How can you sign-post patients to the urgent eye services?
    - Contact your Local representative Committee for support.
  + Please ensure that you keep NHS England and Improvement Regional Team informed as you progress with your action plan and any re-opening date.