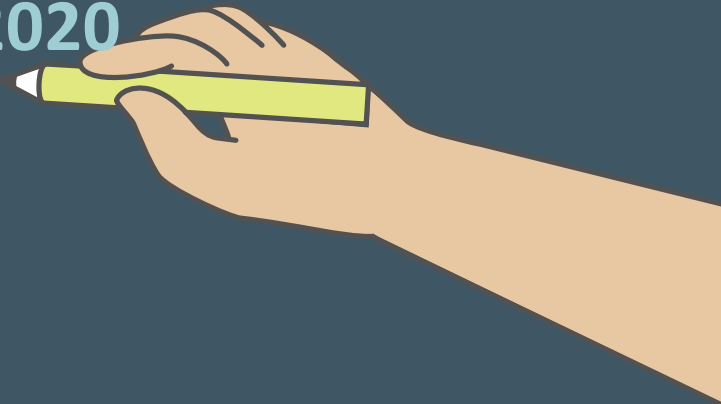


# CONTACT TRACING IN GREATER MANCHESTER

## Pharmacy Information Pack

16 July 2020

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- The national NHS test and trace (T&T) service (<https://www.gov.uk/guidance/nhs-test-and-trace-how-it-works>) has been established to minimise community transmission of COVID-19. It is designed to:
  - Ensure that anyone who develops symptoms of COVID-19 can quickly be tested to find out if they have the virus.
  - Trace the close recent contacts of anyone who tests positive for COVID-19 and, if necessary, notify them that they should self-isolate at home to help stop the spread of the virus.
- The contact tracing element of the national T&T system consist of three levels:
  - **Level 3 (National)** – Call handlers who are contracted by an external provider, responsible for advising household and community contacts to self-isolate for 14 days. Most calls will be dealt with at this level.
  - **Level 2 (National)** - Dedicated professional contact tracing staff, employed by NHS professionals, responsible for interviewing the index case.
  - **Level 1 (Local)** – A collaborative GM-wide approach to delivering the local requirements of the national contact tracing system, including contact tracing and consequence management for complex settings, and providing support to vulnerable individuals, households and cohorts.
- The GM Integrated Contact Tracing Hub provides the GM-wide co-ordination of Level 1 and can be contacted via [gmhscp.contacttracing@nhs.net](mailto:gmhscp.contacttracing@nhs.net)



HM Government



Got coronavirus symptoms?

**1 Start isolating**

- you for **7 days**
- household for **14 days**



**2 Book a test**

- [NHS.uk/coronavirus](https://www.nhs.uk/coronavirus)
- or call **119**

negative  
for COVID-19



- Household stops isolating immediately
- You stop isolating if you feel well

positive  
for COVID-19



**3 Share contacts**  
via **NHS Test and Trace**

**STAY ALERT ▶ CONTROL THE VIRUS ▶ SAVE LIVES**

If you have been in close contact  
with someone who tests positive

**1 You may be alerted**  
by **NHS Test and Trace**



**2 Isolate** for **14 days**  
after close contact



if you develop symptoms

**3 Book a test**

- Household isolates for **14 days**

negative  
for COVID-19



- Household stops isolating immediately
- You complete **14 day** isolation

positive  
for COVID-19



- You begin new **7 day** isolation
- Household completes **14 day** isolation

- Once an individual has tested positive for COVID 19 they are contacted and informed of the positive result. They are then contacted by a National T&T Level 2 health professional and asked to provide the details of people they have been in contact with during the 'infectious period'. Most contact tracing for individuals will be undertaken by levels 2 and 3.
- More complex cases and settings will be referred to the Level 1 GM hub (which provides an enhanced offer of support across the whole GM system).
- The Level 1 GM Hub will work with and support complex settings, such as pharmacies, where a patient or staff member has tested positive for Covid-19 in order to identify potential close contacts and to advise them to self isolate for 14 days. (<https://www.gov.uk/government/publications/covid-19-stay-at-home-guidance>)
- If your staff have worn PPE in line with appropriate guidance they will not be identified as a contact.
- A GM hub contact tracer will make contact with the pharmacy, work with you to identify potential 'contacts' and support the process of self-isolation. The GM hub contact tracer will provide a standard letter to the pharmacy containing the advice for contacts and their families. Either the pharmacy or a GM hub staff member can then send the letter (by e mail) to the identified contacts. If 'phone numbers are available contacts can be 'phoned, depending on what's been agreed during discussion between the GM hub and the pharmacy.

- A person identified as a contact will not be tested unless they develop symptoms. If a contact should develop symptoms, then they should arrange to be tested via NHS UK or by contacting NHS 119 via telephone if they do not have internet access. This would also apply to any household member of the contact who develops symptoms. <https://www.gov.uk/guidance/coronavirus-covid-19-getting-tested> / <https://www.gov.uk/apply-coronavirus-test-essential-workers>
- A pharmacy may require additional support in relation to ‘consequence management’ and/or ‘business continuity’. This can be provided by the locality SPOC (for wider consequence management) or the GMHSCP Pharmacy team (via [england.gmtop@nhs.net](mailto:england.gmtop@nhs.net)) for business continuity issues. This will be determined during discussions between the GM hub and the practice. See slides 9 - 11 for information about locality contact tracing SPOCs. You should also inform your superintendent pharmacist of the situation. If you share premises with another service, you may need to let them know what is going on.
- Pharmacy staff who have had close recent contact with someone who has COVID-19 **must** self-isolate if the NHS test and trace service advises it.
- Protecting staff, patients and the wider public is our priority and achieving this requires a timely and comprehensive approach. In some circumstances you will become aware of a positive test result in advance of it progressing through the national T&T service and into the GM hub. If this occurs the pharmacy can contact the GM Hub ([gmhscp.contacttracing@nhs.net](mailto:gmhscp.contacttracing@nhs.net)) directly, alongside their locality SPOC (see slide 11) and we can start working together sooner to trace contacts and put an appropriate plan of action in place.
- If you want to get started on the process ahead of being contacted by the GM hub you can and a list of things you can start thinking about is included overleaf.

Once somebody relating to your setting has had a confirmed diagnosis, you can either wait for a call from GM hub staff who will support you through the next stages or you **may** wish to prepare in advance of this call by (this is your choice):

- a) Identifying an appropriate member of staff to work with the GM hub contact tracer.
- b) Beginning the process of identifying direct and close contacts of the case within the pharmacy whilst they were ill or for the 48 hour period prior to the individual falling ill.
- c) Considering the potential number of direct and close contacts and the implications of this for business continuity.
- d) Beginning to consider the potential support requirements of those who may be asked to self-isolate- do you have any vulnerable staff or customers who may require help from the local authority to self isolate?
- e) Identifying any other individuals who may be symptomatic and advising them to apply for a test.
- f) Contacting the GMHSCP Pharmacy Team ([england.gmtop@nhs.net](mailto:england.gmtop@nhs.net)), your superintendent pharmacist and/or local SPOC (See Slide 11).

Household and community ( i.e. non-workplace) contacts of the person with the confirmed diagnosis will be contacted separately by the national T&T service. The pharmacy will not need to identify these people.

Household members of an identified contact do not need to self-isolate unless the contact develops symptoms.

Individuals are potential contacts if they have been in contact with a confirmed case during the infection period which is defined as: 48 hours prior to and 7 days after the confirmed case's symptom onset or specimen collection date (if the case is asymptomatic).

There are two main types of contact that the contact tracer will seek to identify:

A) **Direct contacts** without PPE, which includes:

- Being coughed on
- Having a face-to-face conversation within 1 metre
- Having unprotected skin-to-skin physical contact
- Travel in a small vehicle with the case
- Any contact within 1 metre for 1 minute or longer without face-to-face contact

B) **Close contact** without PPE (this includes contact between staff members, not just between staff and patients):

- Extended close contact (between 1 and 2 metres for more than 15 minutes) with a case

If someone has worn PPE in accordance with current guidance on infection prevention and control they will not be identified as a contact: <https://www.gov.uk/government/collections/coronavirus-covid-19-personal-protective-equipment-ppe> . If PPE has **not** been worn, for close or direct contact, ***between staff members*** and one subsequently tests positive, the rest will be identified as contacts and be asked to self isolate for 14 days.

The risk of onward transmission and of having large numbers of 'contacts' in your pharmacy can be reduced by:

Maintaining social distancing in line with current guidance :

- <https://www.gov.uk/government/publications/staying-alert-and-safe-social-distancing>

Ensuring appropriate use of PPE:

- <https://www.gov.uk/government/collections/coronavirus-covid-19-personal-protective-equipment-ppe>
- <https://psnc.org.uk/contract-it/psnc-briefings-pharmacy-contract-and-it/psnc-briefing-022-20-nhs-test-and-trace-key-points-for-contractors-as-qas/>
- <https://psnc.org.uk/the-healthcare-landscape/covid19/personal-protective-equipment-ppe/>

Amending working practices and managing the work environment in line with current guidance:

- <https://www.gov.uk/government/publications/wuhan-novel-coronavirus-infection-prevention-and-control>



**Single points of contact (SPOCs):** The T&T system requires the GM Hub and the 10 local authority areas to set up standing SPOCs (see slide 11). In addition, key settings have also set up standing SPOCs, e.g. hospitals, GM Police, GM Fire and Rescue.

**The GM Hub SPOC will:**

1. Receive notifications of positive test results, that have some degree of complexity, from the national T&T system (levels 2 and 3) in line with national guidance, on behalf of the GM system (level 1).
2. Receive notification of positive test results from locality SPOCs (who may get to hear about them first).
3. Notify locality SPOCs of cases in their patch, escalated to GM Hub, from levels 2&3.
4. Work with locality SPOCs and/or the affected setting to agree a joint approach to tracing the contacts, providing advice and dealing with any consequences or support needs arising from the contact tracing activity (including business continuity if that is a concern for the setting/business).
5. Notify levels 2&3 of household and community contacts of GM index cases for them to follow up.
6. System-wide specialist support and guidance on outbreak management, contact tracing and prevention of Covid transmission

[Contact details: gmhscp.contacttracing@nhs.net](mailto:gmhscp.contacttracing@nhs.net)

## **The locality SPOC will:**

1. Inform GM Hub of positive results if they hear about them before they have come through the national T&T system to the Hub.
2. Oversee and manage contact tracing requirements in care homes
3. Provide contact tracing for complex scenarios which fall outside the scope of the GM SOP, or where there is an acute level of complexity that requires a bespoke response.
4. Co-ordinate locality 'consequence management' in relation to complex settings.
5. Safeguard potentially vulnerable people and provide support to potentially vulnerable individuals/households.
6. Co-ordinate local communications and engagement in relation to potentially contentious or controversial cases (i.e. death of a child; outbreak within a particularly complex or contentious setting).
7. Jointly manage of an outbreak in accordance with GM SOP
8. Continue with wider proactive and preventative work with particular settings and communities in order to minimise the risk of outbreaks/clusters of cases.

The GM Integrated Contact Tracing Hub ([gmhscp.contacttracing@nhs.net](mailto:gmhscp.contacttracing@nhs.net)) is part of a wider partnership approach involving all areas of GM, through which we deliver the level 1 requirements of the national T&T programme.

By working together we are able to offer an enhanced and consistent level of support to all parts of the GM system.

Each GM locality has a Contact Tracing Single Point of Contact and their details are below:

- **Bolton-** [Covid19contacttracing@bolton.gov.uk](mailto:Covid19contacttracing@bolton.gov.uk)
- **Bury-** [infectioncontrolprevention@bury.gcsx.gov.uk](mailto:infectioncontrolprevention@bury.gcsx.gov.uk)
- **Manchester-** [mhcc.communitytestinghub@nhs.net](mailto:mhcc.communitytestinghub@nhs.net)
- **Oldham-** [COVID.Trace@oldham.gov.uk](mailto:COVID.Trace@oldham.gov.uk)
- **Rochdale-** [infectioncontroldutydesk@rochdale.gov.uk](mailto:infectioncontroldutydesk@rochdale.gov.uk)
- **Salford-** [PHSecretary@salford.gov.uk](mailto:PHSecretary@salford.gov.uk)
- **Stockport-** [contact.tracing@stockport.gov.uk](mailto:contact.tracing@stockport.gov.uk)
- **Tameside-** [covid-19@tameside.gov.uk](mailto:covid-19@tameside.gov.uk)
- **Trafford-** [covidtrace@trafford.gov.uk](mailto:covidtrace@trafford.gov.uk)
- **Wigan-** [contact.tracing@wigan.gov.uk](mailto:contact.tracing@wigan.gov.uk)