BHT COVID-19
Daily briefing – 25/03/2020

All managers please make sure every member of your team can access and read this daily briefing. Please print out and share in staff common rooms and kitchens.

Latest information for staff, temporary workers and volunteers is available both on Swanlive and via external access on the BHT COVID-19 microsite: www.buckshealthcare.nhs.uk/coronavirus.

Where are we now:

Daily briefings and CEO updates
Now published and updated daily on the BHT COVID-19 microsite.

Latest information on confirmed cases and deaths is shared daily by the Department of Health and Social Care.

Media enquiries
A reminder that any media enquiries, including trade journals, should be referred to the Communications team via bht.communications@nhs.net to respond to.

Proud to be BHT

Play Leader, Hayley Robins, has been colouring some ‘Rainbows of Hope’ with her patients today that are going to be displayed in all the windows on Ward 3. They just want to spread a bit of hope, community and brightness at this moment in time.

If you are passing Ward 3 then taken a look up at the windows and the team hope they make you smile.

Important updates for staff:
IT software rollout – DO NOT TURN OFF YOUR PC

- All desktop PCs, including shared PCs must be left ON. Laptops can be shut down as normal.
- A software update is being applied to your machine and it is crucial your PC is left on.
- Please save all work and open documents, but leave your PC powered on.

All users with a dedicated Trust Desktop computer

- Over 400 users are now logged in and using the new solution to work from home.
- We are now live for all remaining users with a dedicated desktop PC.
- Please can all Divisional managers ensure that staff who have not yet connected to this new service urgently do so as we need to move on to supporting those users without a dedicated device.
- How-to-guide is available on the microsite

Requesting IT support for urgent COVID-19 related work

- When requesting IT support for urgent COVID-19 related work please follow the correct process to ensure these requests are dealt with swiftly.
- Requests will only be addressed if they come from EMC members, Divisional Leads (or delegated deputy) or via Silver Command/the Tactical Team Silver Meeting.
- All such requests must be emailed to bht.informaticscovid-19@nhs.net and should include:
  - A clear statement of what is required – outline the business requirements
  - A nominated business Lead (including contact details)
  - The date by when this request needs to be fulfilled (and clear justification for this timescale)

Message to all BHT hiring managers regarding candidate interviews

- With immediate effect all candidate interviews must be conducted virtually via Skype or video call (Zoom/Whatsapp) on appropriate Android apps.
  - Details of the process can be found on Swanlive and the microsite

Hotel accommodation

- If you need to self-isolate for 14 days due a member of your household being symptomatic, the government has agreed that healthcare workers can be offered the option to self-isolate in a hotel - free of charge - and come to work - as long as they remain well.
- If you want to take up this option then contact bht.covid-19-hotels@nhs.net.
- This is entirely optional and the choice of the employee. However, it must be started on day one of the household isolation requirements.

Being careful with your staff ID badge

- There have been some reports in the media and on social media of thieves targeting staff for their NHS ID badges in London while they are shopping in the dedicated NHS shopping hours. However, we are not aware of any confirmed incidents (with the police etc.) in London or anywhere else.
Staff should nevertheless be cautious when wearing their ID badges offsite and ensure ID badges are kept secured as much as possible at all times.

If a member of staff loses a badge, or has it stolen, they should report it to Security by email (bht.security@nhs.net) or phone through the switchboard. They should also complete a Datix report.

Catering for staff
- **Stoke Mandeville:**
  - NSIC café opening hours 7.30am – 11am for cold breakfasts
  - The Rotunda for hot breakfasts 8am-11am – please use the advance order form if you are collecting for a team

- **Wycombe Hospital:**
  - Breakfast 7.30am-11am Windsor Dining room - please use the advance order form if you are collecting for a team

- **From Monday 30 March:**
  - **Amersham**
    - Breakfast 7.30am – 11am
    - Lunch 12-3pm – choice of cold or meals that can be taken to microwave

- **66 High Street**
  - 8am breakfast delivery - they will also deliver lunch – either cold or meals that can be taken to microwave – into fridges in the department.

- **Wycombe Hospital**
  - Lunch 12-3pm – in the old dining room in the basement
  - Hot meals 5-7pm

- **Stoke Mandeville Hospital**
  - 12-3pm and 4-7pm – hot and cold food from the Rotunda

- **All other community sites should have plans in place from next week.**
- Forms are available in each café to place advanced orders if you are collecting food for large groups. Please complete a form the day before.

Concierge service
- Concierge services have been introduced to provide personal support to help staff at BHT with day-to-day tasks, freeing up your time to allow you to focus on what matters most.
  - More information about Circles Concierge
  - FAQs about Circles Concierge
  - How to register for this service

- The portal link is:
  - https://uk.circles-concierge.com/
  - Welcome Code: BHT3MT

- The service is open to all Trust staff and you may also nominate a second family member (even if they don’t work for the Trust) to join as well. We are covering the costs of the service, you only need to pay for anything that you order through the Concierge.

**Clinical updates**
Visitor restrictions in maternity, neonatal and children’s services

**Maternity**
- No visitors to attend outpatient antenatal/ scans/ postnatal appointments
- One birth partner in labour
- One visitor on antenatal and postnatal ward between 12 and 3 pm
- No visitors can stay overnight on postnatal ward

**Neonatal unit**
- One parent/carer only

**Children’s services**
- One parent/carers only

The only exceptions to the above in maternity will be:
- Women under 18
- Women with a learning disability
- Women on pregnancy loss pathway

**Outpatient appointments – clinic prep**
- There will be no clinic prep for non-face-to-face (telephone) outpatient appointments.
- Clinicians instead need to do e-clinic notation and will need to access patient information from evolve. The team will make sure to upload the referral information to Evolve in advance so clinicians have access to it.

**Updated guidance and key links**

**Infection control and prevention**

**Importance of not touching your mask with your hands**
- **Removing your surgical mask:**
  - Untie or break bottom ties, followed by top ties or elastic, and remove by handling the ties ONLY. Lean forward slightly. Discard infectious waste. **DO NOT** reuse once removed
- **Removing your FFP3 respirator/mask:**
  - **DO NOT** touch the front of the mask – remove from behind holding both straps leaning forward slightly deposing of into infectious waste

**Latest SOPs and guidance**

Guidelines and standard operating procedures (updated daily)
- **UPDATED:** [E28 request form for COVID-19 testing](#)
- [General guidance for managers with team members who are working from home](#) - now available

Community staff guidance and patient information
• Community staff guidance for home visits or clinic appointments
• Community patient poster
• Community patient poster for household

Coronavirus Knowledge Resource Centre - Libguides
• The library team is supporting Trust staff with compiling evidence around COVID-19 through this online guide which is available whether or not you are accessing via the Trust network.
• If you know of any useful evidence that would be good to add and share, please email bht.library@nhs.net.

Posters and resources available for staff to download and use including:
• New PHE stay at home poster
• BHT posters created in surgery and critical care division to remind staff to maintain a safe 2 meter distance from others
• Alerting staff about entering unsafe zones requiring full PPE

Links to latest PHE information:
• Guidance on shielding and protecting people defined on medical grounds as extremely vulnerable from COVID-19: UPDATED 24/3
• COVID-19: actions required when a case was not diagnosed on admission
• Flow chart for management of a suspected case of COVID-19
• COVID-19: investigation and initial clinical management of possible cases
• Guidance for healthcare professionals
• Stay at home: guidance for people with confirmed or possible coronavirus (COVID-19) infection

Other points to note
• Government launches Coronavirus Information Service on WhatsApp
  o The new free to use service aims to provide official, trustworthy and timely information and advice about coronavirus (COVID-19), and will further reduce the burden on NHS services.
  o To use the free GOV.UK Coronavirus Information Service on WhatsApp, simply add 07860 064422 in your phone contacts and then message the word ‘hi’ in a WhatsApp message to get started.
  o A set of menu options is then presented which the user can choose from and then be sent relevant guidance from GOV.UK pages as well as links to GOV.UK for further information.

• ID badges & COVID-19
  o With immediate effect all ID badges will be created remotely.
Please follow the current procedure detailed on Swanlive.

- **Smartcard Management & COVID-19**
  - In order to allow distancing and minimise travel around our sites, all smartcard management and deliveries until further notice will be to a single point at each site.

**Cancelling room bookings in Education Centres across BHT**

- If anyone has training booked in any of the education centres across all sites could you please email bht.postgrad.roombookings@nhs.net to cancel or confirm as we need to reallocate rooms for critical training and FIT Mask testing as a matter of urgency. Many thanks for your support.

**NHS staff freebies and discounts**

- Money Saving Expert are compiling an up to date list of NHS freebies and discounts. Including free drinks at Costa in hospitals and free parking at NCP car parks.
- Halfords
  - Offering a free ten-point car health check (worth £15) for NHS frontline staff so that their vehicles remain in good working order.
  - NHS and emergency workers can also receive a free Bronze Bike Service (worth £30); this covers gears, drivetrain and brakes.
  - NHS & emergency workers will also get 10% off any replacement tyre in our garages or from our mobile home services.

**Your questions answered**

NHS UK has answered some common questions about coronavirus symptoms, staying at home, and what to do if you live with a vulnerable person.

[Watch FAQ video](https://www.youtube.com/watch?v=...)

**What if you’re worried?**

- If you have any questions or concerns a dedicated email address for staff has been set up bht.covid-19-staffqueries@nhs.net

**Helpful email addresses**

**Volunteers**

If anyone approaches you offering to volunteer please direct them to:

- bht.covid-19-volunteers@nhs.net

**Returning to work**

For staff who are offering to return to work to support please email:

- bht.covid.workforce.bureau@nhs.net

**Acts of kindness**

We are truly humbled by the support received from the local community and businesses. Please pass on any information you receive or any calls you take to the following inbox to be coordinated.
• bht.covid-19-actsofkindness@nhs.net