

# COVID-19 Healthcare System Pathway

13 March 2020  
Version 1.0



If symptoms persist after 7 days or you cannot manage your symptoms at home contact NHS 111



If symptomatic and able to take care of themselves - self-isolate at home for 7 days

NHS 111 ONLINE



Call NHS 111 if still ill after 7 days and cannot manage symptoms at home



NHS 111 pathway as normal for symptoms non-COVID-19 related

COVID-19 Pathway

Primary Care (Triage only in 1<sup>st</sup> instance)

Working in Partnership

COVID-19 Centre 24/7 (CMS)

Regional Clinical Assessment Service

Patient directed to Primary Care online if non-COVID-19 related

GP/ANP Support to keep patient safely at home

Community Swabbing for reduced criteria

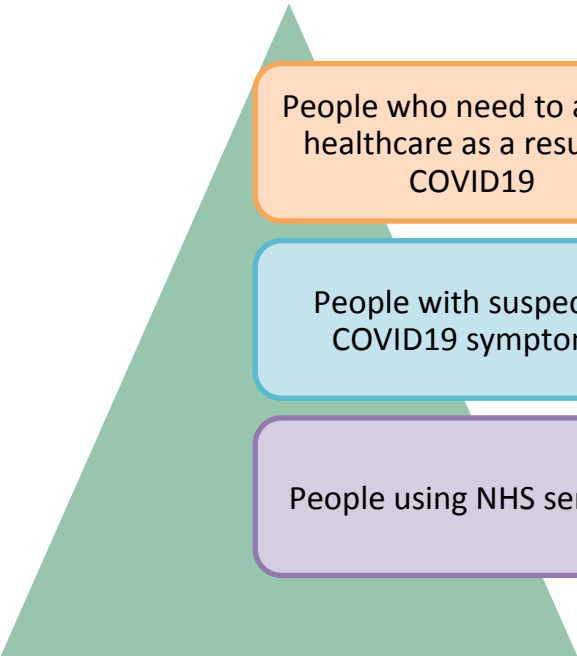


Ambulance clinician  
For acute exacerbation of respiratory symptoms

- Outcome
- Primary Care Speak To's (in 1<sup>st</sup> Instance)
- Urgent Treatment Centre
- Outcome
- GP Out Of Hours
- Outcome
- Social Care
- 999

If the patient is deemed at further risk (awaiting further clinical decision)

# Primary/ Community Care Messaging



People who need to access healthcare as a result of COVID19

People with suspected COVID19 symptoms

People using NHS services

We have services in place to help you to get the care you need in your own home or in a place of care if necessary.

Assess your symptoms on [www.111](http://www.111) or  
Call the NHS 111 helpline by dialling 111

Please do not book a GP appointment or attend your GP Practice if you have symptoms associated with coronavirus including a new continuous cough and a high temperature. You are advised to stay at home for 7 days. If your symptoms are serious, or gets worse, NHS 111 has an online coronavirus service that can tell you if you need further medical help and advise you what to do.

Only call 111 direct if you cannot go online, or are advised to do so by the online service. For the latest advice please visit [www.nhs.uk/coronavirus](http://www.nhs.uk/coronavirus).

## Communities

1. Look after each other
2. Wash your hands more often
3. Catch it, Bin it, Kill it
4. Avoid touching your eyes, nose and mouth with unwashed hands
5. Avoid close contact with people who are unwell

With Coronavirus now in our communities, keeping our services running is our top priority. Our GPs are asking that you go online (via GP practice website) or telephone the practice, please don't just turn up. All appointments will be triaged in advance and you may need to answer a few more questions than normal so that we can get you the help that you need. We want to ensure that we keep all our appointments available so that we can see you for urgent issues when you need us most. In line with national guidance we have stopped all routine appointments and reviews so that we can do that.