

Feedback: general practice staff

How have you managed a COVID wave in the past – any key learnings? And how do you prepare?

Staff	General practice staff – workforce is pivotal to being able to meet increased demand by: • Increasing staff levels • Securing an adequate number of staff to avoid staffing shortages • Meet with staff frequently to ask questions that may arise • Provide education to staff about surge management and managing competing demands to reduce staff anxiety • Provide staff with relevant education and training sessions to meet the clinical demand associated with a COVID wave • Coordination of leave and ensuring appropriate coverage and needed breaks to decrease staff burnout • Educate staff to stay home if they feel unwell and if they have any COVID-like symptoms.
PPE	General practice staff acknowledge PPE is needed to protect staff and patients by: • Ensuring PPE is stocked regularly to protect patients and staff at the clinic • Ensure PPE is ordered when COVID wave identified and is well stocked • Educate and monitor the correct wearing of masks
Workflow	General practice staff will adjust their workflow by: • Reassessing their current workflow and making changes to be able to accommodate an increase in patients • Assigning leaders to support staff and minimise staff anxiety • Review care pathways to optimise care delivery and response aligned to current outbreak and/or presentations
Signage and Infection control	General practice staff will manage the spread of COVID within the clinic by: • Displaying signage within the clinic to remind patients and staff of the risks of COVID-19 and measures that are necessary to stop its spread • Keeping staff up to date with infection prevention policies and procedures to remind them of its importance
Patients	When coordinating the patient flow through the clinic general practice staff may: • Perform telephone triage & other screening triage measures • Ensure patients and staff are practicing social distancing • Observe patient's physical pathway through the clinic ensuring space available or asking patients to wait in cars until called.

	• Ask patients to wear a mask to help protect staff and other patients from COVID within your general practice
Antivirals	• Ensure all staff at general practices are educated and kept up to date with antivirals • Identify and develop a treatment plan for antivirals prior to infection with eligible clients, and those at high risk • Have the capacity to prescribe antivirals in a timely manner by appropriate education and ensure local pharmacy has stock.
Vaccinations	• Actively encourage staff to be up to date with their COVID vaccinations and boosters • Engage every patient by all staff (reception, practice nurse, GP) on the importance of being up to date with COVID vaccinations and boosters.