

## Feedback: general practice staff

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

<b>Staff</b>	<p>General practice staff – workforce is pivotal to being able to meet increased demand by:</p> <ul style="list-style-type: none"> <li>• Increasing staff levels</li> <li>• Securing an adequate number of staff to avoid staffing shortages</li> <li>• Meet with staff frequently to ask questions that may arise</li> <li>• Provide education to staff about surge management and managing competing demands to reduce staff anxiety</li> <li>• Provide staff with relevant education and training sessions to meet the clinical demand associated with a COVID wave</li> <li>• Coordination of leave and ensuring appropriate coverage and needed breaks to decrease staff burnout</li> <li>• Educate staff to stay home if they feel unwell and if they have any COVID-like symptoms.</li> </ul>
<b>PPE</b>	<p>General practice staff acknowledge PPE is needed to protect staff and patients by:</p> <ul style="list-style-type: none"> <li>• Ensuring PPE is stocked regularly to protect patients and staff at the clinic</li> <li>• Ensure PPE is ordered when COVID wave identified and is well stocked</li> <li>• Educate and monitor the correct wearing of masks</li> </ul>
<b>Workflow</b>	<p>General practice staff will adjust their workflow by:</p> <ul style="list-style-type: none"> <li>• Reassessing their current workflow and making changes to be able to accommodate an increase in patients</li> <li>• Assigning leaders to support staff and minimise staff anxiety</li> <li>• Review care pathways to optimise care delivery and response aligned to current outbreak and/or presentations</li> </ul>
<b>Signage and Infection control</b>	<p>General practice staff will manage the spread of COVID within the clinic by:</p> <ul style="list-style-type: none"> <li>• 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</li> <li>• Keeping staff up to date with infection prevention policies and procedures to remind them of its importance</li> </ul>
<b>Patients</b>	<p>When coordinating the patient flow through the clinic general practice staff may:</p> <ul style="list-style-type: none"> <li>• Perform telephone triage &amp; other screening triage measures</li> <li>• Ensure patients and staff are practicing social distancing</li> <li>• Observe patient's physical pathway through the clinic ensuring space available or asking patients to wait in cars until called.</li> </ul>

	<ul style="list-style-type: none"> <li>• Ask patients to wear a mask to help protect staff and other patients from COVID within your general practice</li> </ul>
<b>Antivirals</b>	<ul style="list-style-type: none"> <li>• Ensure all staff at general practices are educated and kept up to date with antivirals</li> <li>• Identify and develop a treatment plan for antivirals prior to infection with eligible clients, and those at high risk</li> <li>• Have the capacity to prescribe antivirals in a timely manner by appropriate education and ensure local pharmacy has stock.</li> </ul>
<b>Vaccinations</b>	<ul style="list-style-type: none"> <li>• Actively encourage staff to be up to date with their COVID vaccinations and boosters</li> <li>• Engage every patient by all staff (reception, practice nurse, GP) on the importance of being up to date with COVID vaccinations and boosters.</li> </ul>