**Covid-19 FAQs**

**How We Will Be Supporting You**

**Have students been risk assessed in reference to Covid-19, prior to their placement?**

Yes. All students have been risk assessed by the Medical School. Unless you have already been informed otherwise, you may assume that there are no additional considerations or concerns.

**What training will students have received in using PPE?**

* Before attending your practice students are required to watch an online module (on Canvas), which covers the correct use of PPE. The Canvas module is at: <https://canvas.ox.ac.uk/courses/51536/pages/ppe?module_item_id=648732>
* If you wish, you (or your lead practice nurse) may want to check your student’s competence in donning and doffing PPE at the start of the placement – this is up to you.

**We are all wearing scrubs in the practice, what about the students?**

* The Medical School was planning to provide all students with sets of scrubs for use on clinical placements. However, there is a shortage of scrubs (even for qualified medical staff) and so the medical school was unable to source adequate supply for all. Of course, scrubs are simply clothing that is easy to wash and dry quickly for regular re-use, so students have been advised that (until scrubs are available) they can simply wear a T-shirt and tracksuit bottoms (or similar). The important point being students should wear different clothes in areas where they are in contact with patients.  
    
  The key points are:
* *Students should travel to and from their GP practice in****home clothes***
* *They should* ***change on arrival****into scrubs (when available) or T-shirt top and tracksuit bottoms/similar.  Their ‘work’ clothing must be removed and put into a bag before leaving the practice.*
* *Scrubs/clinical work clothes must be washed separately from other laundry and at the highest heat the fabric can take.*
* *Students should bring wipeable shoes - or have a designated pair of work trainers - which they use exclusively in your GP practice building.*
* *Many clinical staff are wearing scrubs routinely. But the wearing of scrubs in clinical areas is not universal (e.g. in Oxford, the OUH Trust says scrubs are a “suggestion, not a requirement”). In some surgeries all staff wear scrubs for their whole shift – whilst in others they change into scrubs only for ‘face to face’ consultations. We have suggested to students they simply follow whatever their tutor’s practice does.*

**What testing is available for students to ensure that students do not have Covid-19, either before coming or during the attachment?**

* As students are classed as ‘essential workers’, they have access via the OUH to Covid testing. They are all being asked to be tested **before coming** to the GP placement, and then as often as needed throughout their placement.

**We are not doing any face to face consulting at all at the moment - does that matter?**

* No, please just give your student whatever experience you can. We would like them to have experience of consultations in whatever form that takes.

**What resources do you have to help us with telephone / video consulting with students?**

* The students have all been given access to information on video and telephone consulting, which explains how to effectively consult via non-face-to face-methods.
* Information about video consulting (along with other helpful information) can be found on our department tutor resources page: <https://www.phc.ox.ac.uk/study/undergraduate/current-tutors/view>

**Do you have any technical tips for telephone consultations?**

* Some phones have a conference call button. In that situation you can each sit in a different room and you just add the other number.
* You can put the phone on loud-speaker speaker and then both sit socially distanced, with the lead person nearest the phone.
* You could ask the student to ring a patient and take a history, come and present it back to you and then you call the patient to conclude the consultation, with the student socially distanced or listening in on another device.

Some iPhone users don't realise that the facility to make multi-party phone calls is built right into the iPhone software. To initiate a conference call, check out the following steps:

1. Make a normal phone call.
2. Touch the Add Call button to make another call. The person you're already on the line with will be put on hold.
3. After speaking to the second person, touch Merge Calls. You now have a three-way conference call where all parties can hear each other.
4. Repeat steps 2 and 3 to add more people. Up to 5 calls can be merged depending on your carrier.

To add an incoming call:  
When the new call comes in, touch Hold Call + Answer. Touch Merge Calls to join the newcomer to the group.

To hang up on one caller:  
Touch the Conference button and touch the red phone icon next to the call you want to drop. Then select End Call.

To talk privately with one caller:  
Touch the Conference button, then select Private next to a caller. You are now speaking to one person. To resume the conference touch Merge Calls.

**August 2020**