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Leadership Insights during COVID

Mando Watson

2nd June 2020

Working in partnership with the
Royal College of Paediatrics and Child Health

RCPCH
Royal College of Paediatrics and Child Health
Leading the way in Children's Health

Learning from this Session

During this session you will learn

- Some principles of leadership
- Ideas for how to ‘learn’ leadership
- An understanding of system-wide structures that support child health
- Insights into the role of citizens/patients

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Disclaimer

- Can you teach leadership on a video conference? I don't know, I have never tried…
- The best leadership learning for me was the role of *behaviours*….

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CoviD and the paediatric consultant

- What did you observe?

link

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CoVid in NW London

- What did we do? How did we do it?

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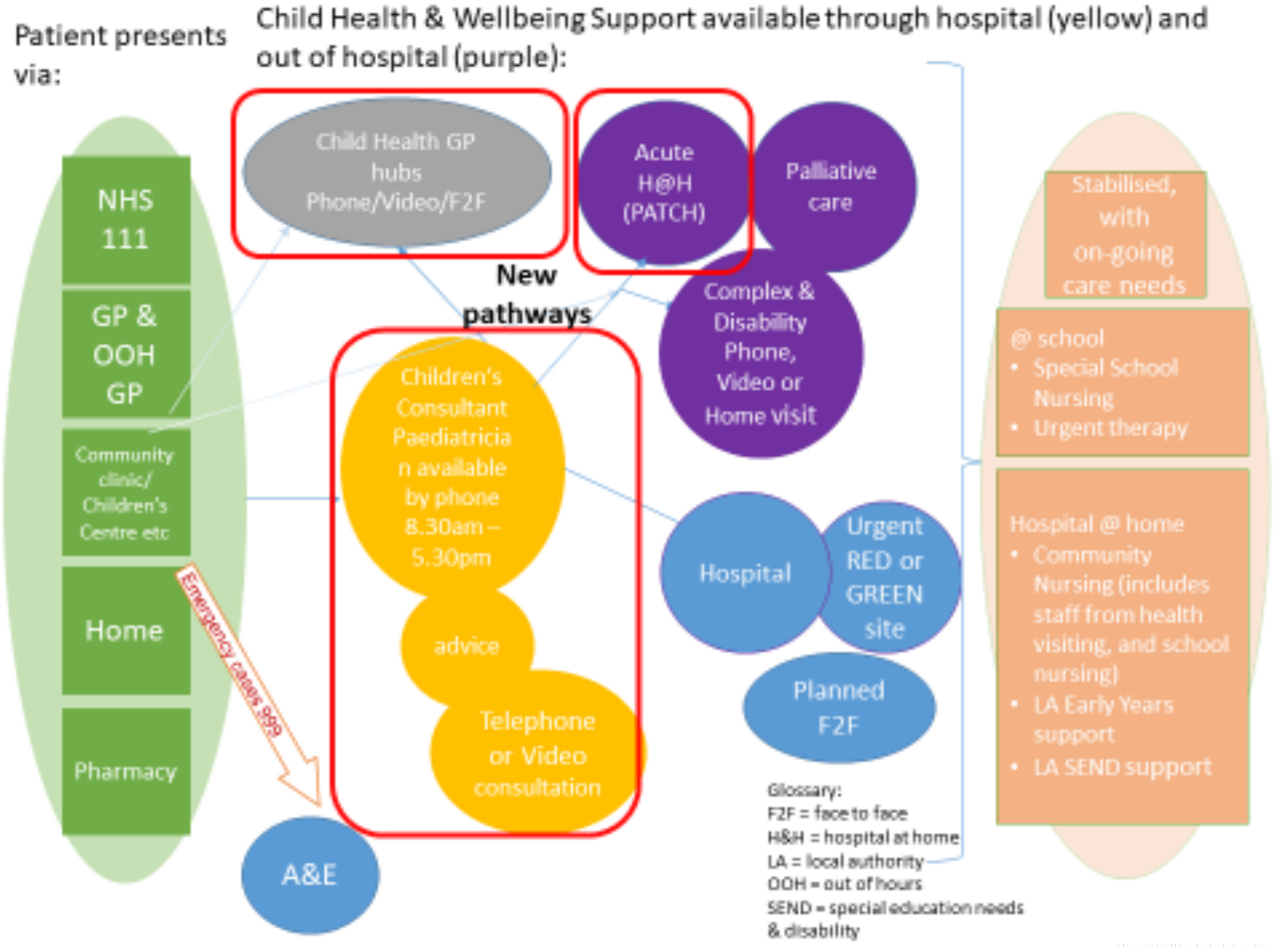
Aims

- Support high quality care out of hospital (e.g. GPs, children's community nurses, midwives)
- Reduce in patient and outpatient paediatric activity: more space for adults
- Reduce A&E footfall
- Utilise the specialist knowledge in the sector
- Utilise the capacity for telephone support that self-isolating and at-risk workforce can offer
- Respond to the reported need for improved access to paediatric information and opinion

Objectives

- Paediatric Telephone Advice and Guidance
- Acute Hospital at Home aka PATCH = Providing Assessment and Treatment for Children at Home
- Virtual MDTs and clinics for PCNs aka PICC / CC4C's Child Health GP Hubs
- Cascading child health CoVid-related guidance

- …Supporting recovery, restoration and re-set


Patient presents via:
Child Health & Wellbeing Support available through hospital (yellow) and out of hospital (purple):
NHS 111
GP & OOH GP
Community clinic/ Children's Centre etc
Home
Pharmacy
Child Health GP hubs Phone/Video/F2F
Acute H@H (PATCH)
Palliative care
New pathways
Complex & Disability Phone, Video or Home visit
Children's Consultant Paediatrician available by phone 8.30am – 5.30pm
advice
Telephone or Video consultation
Emergency cases 999
A&E
Hospital
Urgent RED or GREEN site
Planned F2F
Stabilised, with on-going care needs
@ school
• Special School Nursing
• Urgent therapy
Hospital @ home
• Community Nursing (includes staff from health visiting, and school nursing)
• LA Early Years support
• LA SEND support
Glossary:
F2F = face to face
H&H = hospital at home
LA = local authority
OOH = out of hours
SEND = special education needs & disability

The wider PIMS-TS story

- CoVid – ‘stay away from hospital’
- GPs – ‘how do I manage CoVid in children?’
- Children – ‘don’t stay away from hospital’
- Children are at risk of fatal illness

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Last reviewed: 4.5.20

The North West London
health and care partnership

North West London Paediatric Telephone Advice and Guidance for GPs and Primary Care during COVID-19

Purpose

Local Paediatrician advice lines are provided below; these lines are designed to enable clinical discussion between all primary care professionals and a local on-call Paediatrician. These advice lines will enable quality out-of-hospital care through sharing of specialist knowledge where clinically safe children can be cared for within the community.

Acute On-Call Paediatricians: For all paediatric enquiries

Site/Service*	Opening Hours	Number	Email
Northwick Park	Mon - Fri 8:30am-5:30pm	07887451085 Babies <10/7 midwives call registrar on neonatal unit	LNWH-tr.paediatrics-GPadvice@nhs.net Response within 2 working days
Hillingdon	Mon - Fri 24/7	07827305407	Please use ERS advice and guidance for non-urgent requests. Response time: same working day.
West Middlesex	Mon - Fri 8:30am-5:30pm	07901008688	
Hammersmith	Mon - Fri 8:30am-5:30pm	02033116224	paediatricadvice.imperial@nhs.net Response time: 2 working days
Chelsea & Westminster	Mon - Fri 8:30am-5:30pm	02033158600	
St Mary's	Mon - Fri 8:30am-5:30pm	02033116224 Out of hours call 020 3312 6666; bleep 1202	paediatricadvice.imperial@nhs.net Response time: 2 working days

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The North West London

Imperial College Healthcare NHS Trust

Community-based management of illness in children during COVID-19 pandemic

Remember that a child is more likely to be unwell with other illnesses than coronavirus

Telephone triage
Parent/caregiver contacts 111/GP Practice regarding child with fever/illness

National Institute of Health and Care Excellence. 2019. *Fever in under 5s: assessment and initial management*. (Online). (NICE guideline NG143).

Green
Mild symptoms/low risk

- Colour – normal
- Activity – responds normally to social cues, content/smiles, stays awake or awakens quickly, strong normal crying or not crying
- Respiratory – no breathing difficulty
- Hydration – normal skin & eyes, moist mucous membranes
- Other – no amber/red signs

Stay at home, supportive care
Safety-netting

Amber
Moderate symptoms/intermediate risk

- Colour – pallor
- Activity – not responding normally to social cues, no smile, wakes only with prolonged stimulation, decreased activity
- Respiratory – signs of respiratory distress, 6-12m RR >50, >12m RR >40
- Hydration – <12m HR >160, 12-24m HR >150, 2-5yrs HR >140, CRT ≥3s, dry mucous membranes, poor feeding/drinking, reduced urine output
- Other – temp >39°C in 3-6m, fever ≥ 5d, rigors, swelling of a limb or joint, non-weight bearing

Needs further clinical assessment
Face-to-face or video
Face-to-face recommended for all children <5y

Red
Severe symptoms/high risk

- Colour – pale/mottled/ashen/blue
- Activity – no response to social cues, does not wake/stay awake if roused, weak, high-pitched or continuous cry.
- Respiratory – grunting, RR >60, moderate or severe chest indrawing
- Hydration – reduced skin turgor
- Other –temp >38 °C in <3m, non-blanching rash, bulging fontanelle, neck stiffness, status epilepticus, focal neurology, focal seizures

Urgent referral to hospital
Give parenteral antibiotics if suspected meningococcal disease (benzylpenicillin or a third-generation cephalosporin)

Treat high temperature with paracetamol
Assess for secondary bacterial pneumonia, antibiotics as per local antimicrobial guidelines
Review in 24 hours

Systems review to consider other causes of illness
e.g. Kawasaki disease, appendicitis, meningitis, UTI, NAI

Amber category A

O2 saturations >93%, CRT <2s
<12m: RR <50, HR <160, **12-23m**: RR <40, HR <150
2-4y: RR <35, HR <140; **5-11y**: RR <30, HR <130,
≥**12y:** RR <24, HR < 115

Amber category B

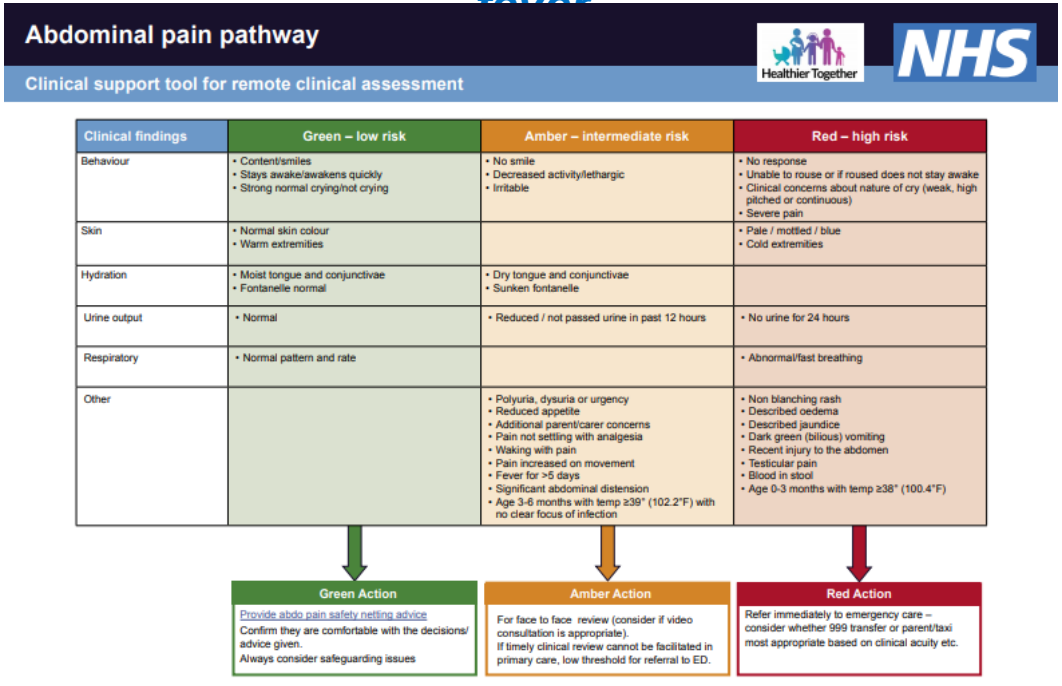
O2 saturations <93%, CRT >2s
<12m: RR >50, HR >160, **12-23m**: RR >40, HR >150
2-4y: RR >35, HR >140 ; **5-11y:** RR >30, HR >130
≥**12y**: RR >24, HR >115

Advanced Life Support Group. *2016. Advanced Paediatric Life Support: A Practical Approach to Emergencies.* (Sixth edition). Chichester. John Wiley & Sons, Ltd.

****Please note: this guidance is subject to change with emerging evidence****

Guidance for GPs who are assessing children remotely

This link is really good and covers many situations eg head injury, rash, fever



Abdominal pain pathway

Clinical support tool for remote clinical assessment

Healthier Together

NHS

Clinical findings	Green – low risk	Amber – intermediate risk	Red – high risk
Behaviour	• Content/smiles • Stays awake/awakens quickly • Strong normal crying/not crying	• No smile • Decreased activity/lethargic • Irritable	• No response • Unable to rouse or if roused does not stay awake • Clinical concerns about nature of cry (weak, high pitched or continuous) • Severe pain
Skin	• Normal skin colour • Warm extremities		• Pale / mottled / blue • Cold extremities
Hydration	• Moist tongue and conjunctivae • Fontanelle normal	• Dry tongue and conjunctivae • Sunken fontanelle	
Urine output	• Normal	• Reduced / not passed urine in past 12 hours	• No urine for 24 hours
Respiratory	• Normal pattern and rate		• Abnormal/fast breathing
Other		• Polyuria, dysuria or urgency • Reduced appetite • Additional parent/carer concerns • Pain not settling with analgesia • Waking with pain • Pain increased on movement • Fever for >5 days • Significant abdominal distension • Age 3-6 months with temp ≥39° (102.2°F) with no clear focus of infection	• Non blanching rash • Described oedema • Described jaundice • Dark green (bilious) vomiting • Recent injury to the abdomen • Testicular pain • Blood in stool • Age 0-3 months with temp ≥38° (100.4°F)

Green Action

Provide abdo pain safety netting advice

Confirm they are comfortable with the decisions/ advice given.

Always consider safeguarding issues

Amber Action

For face to face review (consider if video consultation is appropriate).

If timely clinical review cannot be facilitated in primary care, low threshold for referral to ED.

Red Action

Refer immediately to emergency care – consider whether 999 transfer or parent/taxi most appropriate based on clinical acuity etc.

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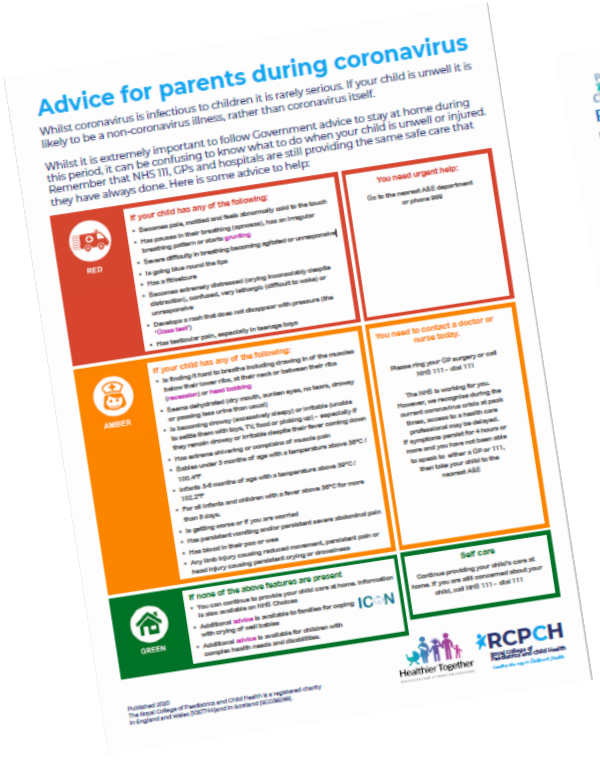
Information for parents 1 – to share



Advice for parents during coronavirus

Whilst coronavirus is infectious to children it is rarely serious. If your child is unwell it is likely to be a non-coronavirus illness, rather than coronavirus itself.

Whilst it is extremely important to follow Government advice to stay at home during this period, it can be confusing to know what to do when your child is unwell or injured. Remember that NHS 111, GPs and hospitals are still providing the same safe care that they have always done. Here is some advice to help:

RED

If your child has any of the following:

- Becomes pale, mottled and feels abnormally cold to the touch
- Has pauses in their breathing (apnoeas), has an irregular breathing pattern or starts grunting
- Severe difficulty in breathing (becoming agitated or unresponsive)
- Is going blue round the lips
- Has a fit/seizure
- Becomes extremely distressed (crying inconsolably (despite distraction), confused, very lethargic (difficult to wake) or unresponsive
- Develops a rash that does not disappear with pressure (the 'Glass test')
- Has testicular pain, especially in teenage boys

You need urgent help:

Go to the nearest A&E department or phone 999

AMBER

If your child has any of the following:

- Is finding it hard to breathe including drawing in of the muscles below their lower ribs, at their neck or between their ribs (recession) or head bobbing
- Seems dehydrated (dry mouth, sunken eyes, no tears, drowsy or passing less urine than usual)
- Is becoming drowsy (unusually sleepy) or irritable (unable to settle them with toys, TV, food or picking up) – especially if they remain drowsy or irritable despite their fever coming down
- Has extreme shivering or complains of muscle pain
- Babies under 3 months of age with a temperature above 38°C / 100.4°F
- Infants 3-6 months of age with a temperature above 39°C / 102.2°F
- For all infants and children with a fever above 38°C for more than 5 days.
- Is getting worse or if you are worried
- Has persistent vomiting and/or persistent severe abdominal pain
- Has blood in their poo or wee
- Any limb injury causing reduced movement, persistent pain or head injury causing persistent crying or drowsiness

You need to contact a doctor or nurse today.

Please ring your GP surgery or call NHS 111 - dial 111

The NHS is working for you. However, we recognise during the current coronavirus crisis at peak times, access to a health care professional may be delayed. If symptoms persist for 4 hours or more and you have not been able to speak to either a GP or 111, then take your child to the nearest A&E

GREEN

If none of the above features are present:

- You can continue to provide your child care at home. Information is also available on NHS Choices
- Additional advice is available to families for coping with crying of well babies
- Additional advice is available for children with complex health needs and disabilities.

Self care

Continue providing your child's care at home. If you are still concerned about your child, call NHS 111 – dial 111

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RCPCH Royal College of Paediatrics and Child Health

ICON

Published 2020
The Royal College of Paediatrics and Child Health is a registered charity in England and Wales (1037712)and in Scotland (SC038598)

PRACTICE CHAMPIONS

connecting care for children

NHS Imperial College Healthcare NHS Trust

Parents frequently asked questions

Update 14 May 2020

The Connecting Care for Children team, with our Practice Champion Hanan Ghouneim, have been pulling together useful information to help answer questions from local parents:

What does it look and sound like if my child is having difficulty breathing?
If your child is having severe difficulty in breathing they might make a grunting sound https://what0-18.nhs.uk/resources/clips-abnormal-signs-babies/grunt
If your child is finding it hard to breathe they might suck their stomach in under their ribs, at their neck or between their ribs https://what0-18.nhs.uk/resources/clips-abnormal-signs-babies/recession
or they might start head bobbing https://what0-18.nhs.uk/resources/clips-abnormal-signs-babies/head-bobbing

How do I do the 'glass test' and what does the rash look like?
A quick video of what the glass test looks like https://www.youtube.com/watch?v=hcQGlv0dJOY
St John's Ambulance explains the symptoms of Meningitis and how to do the glass test https://www.youtube.com/watch?v=DfmWLBhKZck

What does the Coronavirus cough sound like?
Laura Foster, BBC News' Health and Science Reporter, explains the cough and fever symptoms of coronavirus in adults (children might have a fever or show other signs of illness such as a headache, tummy ache, vomiting or diarrhoea with no cough):
https://www.bbc.co.uk/news/av/health-51934578/how-do-i-know-if-i-have-coronavirus

When should I worry if my child has symptoms of coronavirus?
Children can get coronavirus (COVID-19), but they seem to get it less often than adults and it's usually less serious. See the NHS advice for parents and what to do if your child has some of the coronavirus symptoms: https://what0-18.nhs.uk/popular-topics/coronavirus

What are the at risk health conditions for children?
'Protecting your child from infection including shielding the most vulnerable' has advice for parents on children who are at higher risk of getting a severe infection: https://what0-18.nhs.uk/popular-topics/coronavirus

How do I know if my child has severe asthma?
For advice on what counts as high risk asthma see the shielding advice for very high risk groups: https://www.asthma.org.uk/advice/triggers/coronavirus-covid-19/shielding-advice-high-risk/

What should I do about immunisations?
GP surgeries are making special efforts to make it safe for babies and children to still have their immunisations e.g. using a separate entrance. It is important that your child still has their routine vaccinations. Contact your GP if you know your child is due a routine vaccination. https://www.nhs.uk/conditions/vaccinations/booking-your-childs-vaccination-appointment/

How can I get an emergency dentist appointment for my child?
Because of coronavirus (COVID-19) all routine dental treatment have been stopped. Call your dentist if you need urgent dental treatment. Call 111 if you do not have a dentist or cannot contact your dentist, you will be triaged by a dental nurse and given an appointment if you need to be seen https://www.nhs.uk/common-health-questions/dental-health/how-can-i-access-an-nhs-dentist-in-an-emergency-or-out-of-hours/

What if I'm worried about my children's mental health?
Good Thinking provides mental health and wellbeing advice for parents in London. They also have specific resources for autism, eating disorders and ADHD: https://www.good-thinking.uk/coronavirus/advice-for/

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Health Education North Central and East London
North East London
Health Education England

Phone a friend….

Please note that despite the pandemic, your GP is available to give you advice if you have concerns about your child's health. Whilst COVID-19 is unlikely to make your child unwell, 'normal' illnesses that can make a child severely unwell still remain and we want to avoid delay parents bringing their child to the attention of a healthcare professional. GPs are supported by hospital paediatricians and can rapidly obtain specialist advice if required. Your GP is available by telephone and can organise video calls if required. Please trust your instincts and contact your practice or NHS111 if you have concerns

Dear parent

We hope your child is well. We know you want to keep them safe. We want to reassure you that you should contact your GP if you have concerns about your child being unwell despite the disruption to our lives caused by coronavirus. Coronavirus is unlikely to make your child unwell, but other illnesses may make your child severely unwell. You should not delay in contacting your GP if you have concerns about your child's health. Your GP is available to give advice, and can rapidly obtain specialist advice from hospital paediatricians. Please trust your instincts and call your GP or NHS 111. Together we can keep your children well.

Pinn Medical Centre [IF POSSIBLE GP SURGERY TO ADD PHONE NUMBER HERE]

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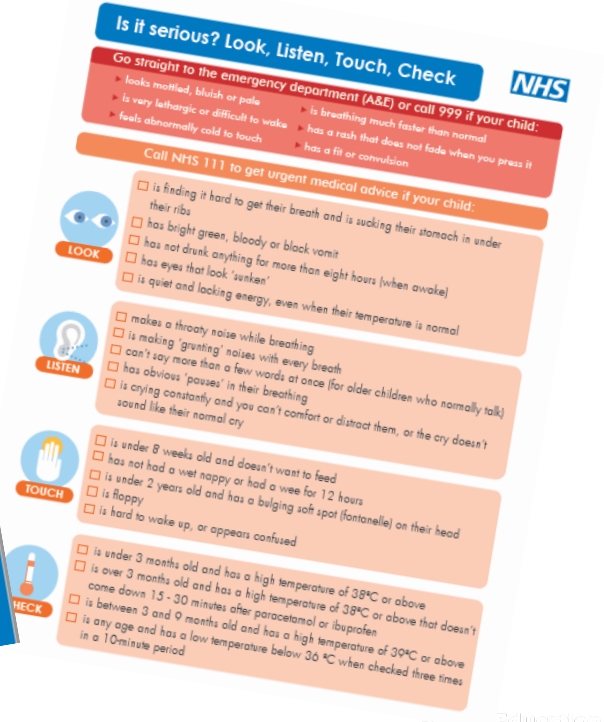
Information for parents 2 – to share



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From:
Sent: 25 April 2020 18:56
To:
Subject: FOR CASCADE: Paediatric shock
Importance: High

To: NHS EI London COVID19 Hub
CC: on call team in London and partners as set out below

Hub: for action: Please can you cascade this message below to the STP COVID hubs to cascade to their trusts, for particular attention of acute and paediatric ICU and EDs

<start>
Over the last 3 weeks there has been apparent rise in the number of children of all ages presenting with a multisystem inflammatory state requiring intensive care across London and also in other regions of the UK. The cases have in common overlapping features of toxic shock syndrome and atypical Kawasaki Disease with blood parameters consistent with severe COVID-19 in children. Abdominal pain and gastrointestinal symptoms have been a common feature as has cardiac inflammation. This has been observed in children with confirmed PCR positive SARS-CoV-2 infection as well as children who are PCR negative. Serological evidence of possible preceding SARS-CoV-2 infection has also been observed. There is a growing concern that a SARS-CoV-2 related inflammatory syndrome emerging in children in the UK or that there may be another as yet unidentified infectious pathogen associated with these cases.
<stop>

We understand that there have been other cases in Southampton, Aldershot, Birmingham, Cardiff, Ashford

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What our trainees did

- James Church, Kat Longbottom: how to manage CoVid in the community
- Rosanne Verow; Immunisation bundle
- Serena Braccio; webinar for parents

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- Ideas for how to ‘learn’ leadership
- An understanding of system-wide structures that support child health
- Insights into the role of citizens/patients

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Getting in Touch

EMAIL: mando.watson@nhs.net

TWITTER: @CC4CLondon

WEBSITE: www.cc4c.imperial.nhs.uk

https://www.cc4c.imperial.nhs.uk/our-experience/blog/coronavirus-resources-for-parents

WEBINAR: 16th June 2020 afternoon imperial.cc4c@nhs.net

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