Satellite Delivery Programme

Workstreams 2 national C19 testing programme
## Contents

<table>
<thead>
<tr>
<th>Chapter</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Contents</td>
<td>2</td>
</tr>
<tr>
<td>Executive Summary</td>
<td>3</td>
</tr>
<tr>
<td>Satellite testing process</td>
<td>4</td>
</tr>
<tr>
<td>Subject eligibility</td>
<td>6</td>
</tr>
<tr>
<td>Subject referral process flow</td>
<td>8</td>
</tr>
<tr>
<td>Subject testing flow</td>
<td>10</td>
</tr>
<tr>
<td>Courier process flow</td>
<td>12</td>
</tr>
<tr>
<td>Results communication</td>
<td>14</td>
</tr>
<tr>
<td>Handbook – PPE and Safety information</td>
<td>16</td>
</tr>
<tr>
<td>Handbook – Media and Social Media Policy</td>
<td>24</td>
</tr>
<tr>
<td>End of day checklist</td>
<td>26</td>
</tr>
<tr>
<td>Handbook – Signage – A1 Print outs</td>
<td>29</td>
</tr>
<tr>
<td>Handbook – Signage – A4 Print outs</td>
<td>33</td>
</tr>
</tbody>
</table>
Executive Summary

Key worker testing is a vital component of the NHS response to Covid-19. Satellite testing sites can provide critical additional testing capacity to enable more staff to return to work, easing front-line pressures.

Satellite testing is the delivery of self testing kits directly to employers who take responsibility for distributing test kits to key workers

- Providing extra, flexible capacity across large areas of the county, which can move according to need.

- Providing targeted capacity and an emergency ‘back-up’ to busy, local testing centres.

- Addressing the particular needs of rural areas, where the flexibility to set up several smaller-scale centres best matches the local need.
Satellite testing process overview
Satellite testing process overview
Tests are for the index case within the household of the key worker

Subjects

Self isolating key worker who is symptomatic

Or

Symptomatic household member of key worker

Or

Symptomatic child (under 18) within household of key worker

The subject’s journey

Subject contacts relevant absence reporting system e.g. NHS trust

Employer allocates appointment

Subject attends appointment

Subject completes swab

Subject registers test kit on Randox portal

Sample is collected by satellite centre and returned to lab

*Parent or guardian will perform test on the under 18s (where satellite site isn’t using clinicians to swab

**URN = Unique Reference number

Randox advise that those under 18 should not self-collect but be sampled by an adult or trained person.

The Randox testing method for 2019-nCoV Coronavirus (Covid-19) is a molecular assay based on the detection of the nucleic material (RNA) within the virus. This allows for the early stage detection of an infection of the virus and is unrelated to the age or status of the host donor.
Subject eligibility
Who is eligible for testing?

It is critical that only eligible individuals are sent to test centers for COVID-19 testing. This is to ensure efficacy of the test itself, and to ensure that all tests are being used to help get key workers who are isolating back to work.

**Self-isolating because Key worker is symptomatic**

In this instance the key worker is the only eligible person in their household to receive a COVID-19 test. No other members of their household are eligible.

**Self-isolating because an adult (over 18) in their household is symptomatic, but the key worker is not**

In this instance only the household member(s) of the key worker is eligible to come to a test centre to receive a COVID-19 test. It is that household member(s) whose data must be collected and sent to The National Test Centres – with the key workers name noted. The key worker will not receive a test. If more than one household member is symptomatic, but not the key worker, then all household members should be tested.

**Self-isolating because a child (under 18) in their household member is symptomatic, but the key worker is not**

In this instance, only the under 18 household member of the keyworker is eligible to receive a COVID-19 test. Because the household member is under 18 a parent or guardian must perform the test on the under 18 year old. **Children aged 5 and under cannot be tested.**

**Self-isolating for other reasons**

If the key worker is self-isolating for other reasons and is not themselves symptomatic, they are not eligible to be tested.
Employer booking process
Employer booking process
Example referral process for an eligible staff member to book an appointment at their local satellite centre

START
Subject contacts relevant absence reporting system e.g. NHS trust

Q. Who is symptomatic?

Staff Member is NOT symptomatic, but would like more information

Ask Staff Member to contact local Occupational Health Adviser

Capture Staff Member information:
First and last name
Date of birth
Mobile number
Email address
Department / Company

Check satellite availability and subject testing priority level

Book appointment

Send confirmation email to Staff Member including:
- Appointment date and time
- Location of the testing centre (with photos)
- Instructions to bring confirmation and NHS ID
- Information on what will happen after you complete your test
- Advise Staff Member to self-isolate and follow the social distancing rules
- Book appointment

Staff Member has someone in their household who is symptomatic

Capture symptomatic household member information:
First and last name
Date of birth
Mobile number
Email address

Check satellite availability and subject testing priority level

Book appointment

Send confirmation email to symptomatic household member, including:
- Appointment date and time
- Location of the testing centre (with photos)
- Instructions to bring confirmation and NHS ID
- Information on what will happen after you complete your test
- Advise Staff Member to self-isolate and follow the social distancing rules
- Book appointment

Staff Member is symptomatic

Capture Staff Member information:
First and last name
Date of birth
Mobile number
Email address
Department / Company

Check satellite availability and subject testing priority level

Book appointment

Send confirmation email to symptomatic house hold member, including:
- Appointment date and time
- Location of the testing centre (with photos)
- Instructions to bring confirmation and NHS ID
- Information on what will happen after you complete your test
- Advise Staff Member to self-isolate and follow the social distancing rules
- Book appointment
Sample Collection process

Example sampling flow – drive through model.
Drive through Process

Example process

Subject arrives at site

Security check

Name
Car registration
NHS number

Single occupancy

Need ability to turn around people to the exit

Multi-occupancy

Ensure the correct subject completes sample

Subject collects test kit

Exit

Subject provides their details to the employer running the site:
Name
NHS number
Car Registration
URN number

Test bay

Once sample is complete the subject leaves the drive through dropping off the sample in the designated collection unit.

Subject is directed to car parking space and following instructions within test kit.

Not on list, no letter, polite exit
Courier process
**Courier process**

The satellite inbound and outbound logistical process

- NTP Liaison officer agrees satellite capacity volumes with employer
- NTP Liaison officer books inbound and outbound couriers for satellite at least 24 hours in advance
- Confirmation and GPS tracking link Emailed to satellite centre lead
- Satellite lead can amend outbound courier time and location through the courier portal
- Courier delivers test kits to satellite centre and collects completed sample kits
- Courier delivers completed sample kits to Randox

*Outbound time alterations is subject to the couriers ability to make the new time requested by the satellite*
Results communication
Results communication
How will Randox supply the subject with their results

- Subjects must register their URN at https://www.randoxhealth.com.
- This registration process is essential, as without it, Randox will not be able to provide subjects with results.
- By submitting a sample to the Randox laboratory, subjects are consenting to the testing of that sample.

POSITIVE
- Your COVID-19 test has come back POSITIVE. Please follow government advice on self-isolation at https://www.nhs.uk/conditions/coronavirus-covid-19/self-isolation-advice/. If you are a key worker, please inform your employer.

PRESUMED POSITIVE
- Your COVID-19 test has come back PRESUMED POSITIVE and a retest is recommended. Your test has reported a borderline indication of the COVID-19 virus, but in insufficient concentration to confirm its presence. You should presume a positive result until a repeat test has been conducted. Please arrange a retest as soon as possible and follow government advice on self-isolation at https://www.nhs.uk/conditions/coronavirus-covid-19/self-isolation-advice/.

NEGATIVE
- Your recent COVID-19 test has been processed and has come back NEGATIVE. If you are a key worker, please contact your employer about returning to work. Continue to follow government advice at https://www.gov.uk/coronavirus.

VOID
- Your recent COVID-19 test has come back as VOID and a retest is needed. Please arrange a retest as soon as possible and follow government advice on self-isolation at https://www.nhs.uk/conditions/coronavirus-covid-19/self-isolation-advice/. For example, the swab was placed in the incorrect tube, the sample collection tube was returned without the URN label attached or the sample collection tube leaked during transit due to the lid not being fastened properly.
Handbook
PPE and Safety information
Coronavirus Disease (COVID-19) Test Centre PPE Instructions

The provided PPE guidance is based on government guidance.

<table>
<thead>
<tr>
<th>Traffic management require PPE. All other staff (including site supervisors, security and enforcement, and admin support), do not require PPE and should not be within a 2-metre radius of subjects to be tested</th>
</tr>
</thead>
</table>

Required PPE for all traffic management:

- Fluid-resistant (Type IIR) surgical mask (FRSM) - remove when moist

Use safe work practices to protect yourself and limited the spread of infection:

- Keep hands away from face while PPE is being worn
- Limit surfaces touched in the testing environment
- Regularly perform hand hygiene
- Always clean hands after removing PPE
Coronavirus Disease (COVID-19) Test Centre PPE Instructions

### Pre-donning instructions
- Perform hand hygiene before putting on PPE
- Ensure healthcare worker hydrated
- Tie hair back
- Remove jewellery
- Check PPE in the correct size is available

### Donning your PPE:
- Perform in clean area in the following order:

1. Put on apron
   - Pull apron over head and fasten back of waist

2. Put on surgical mask
   - Secure mask over face, ensure it is well fitted and covers both mouth and nose
   - Mask must not be allowed to dangle around the neck of wearer after or before use

3. Put on eye protection
   - Apply eye protection, ensure your eyes are well covered
   - Eye protection must not be touched once put on

4. Put on gloves
   - Apply gloves, covering both hand and wrist

### When wearing PPE
- Always keep hands away from face
- Limit surfaces touched in the testing environment
- Change any PPE if torn
## Removing PPE
- PPE should only be removed once when you leave the testing site and are at no further risk from any potential COVID-19 patient
- All used PPE must be discarded as category B clinical waste in the clinical waste bins provided

## Remove Gloves
- Outside of the gloves are contaminated. Grasp the outside of the glove with the opposite gloved hand; peel off
- Hold the removed glove in the gloved hand. Slide the fingers of the ungloved hand under the remained gloved at the wrist. Peel the second glove off over the first glove
- Discard into the medical waste bins provided

## Remove apron
- Apron front is contaminated. Unfasten or break and pull apron away from neck and shoulders, touching the inside only
- Fold and roll into a bundle
- Discard into the medical waste bins provided

## Remove eye protection
- Outside of goggles are contaminated. Handle only the headband or the sides
- Discard into the medical waste bins provided

## Remove surgical mask
- Front of mask is contaminated – do not touch. Unfasten the mask, first at the bottom, then at the top. Pull away from the face without touching front of the mask
- Discard into the medical waste bins provided
The provided PPE guidance is based on government guidance for the collection of a nasal/throat swab of a patient with possible/confirmed COVID-19. Testers and traffic management require PPE.

1. **Putting on Personal Protective Equipment (PPE)**
   - Perform hand hygiene before putting on PPE.
   - Gown Fluid repellent coverall.
   - Eye Protection (Goggles/Face Shield).
   - Surgical Mask (or respirator).
   - Gloves.

2. **Removing Personal Protective Equipment (PPE)**
   - Perform hand hygiene immediately on removal.
   - All PPE should be removed before leaving the area and disposed of as healthcare waste.
Emergency Procedures - Serious medical emergency

All sites have responsibility for determining emergency evacuation procedures for their employees, visitors and other relevant third parties. Sufficient information should be given to all staff and evacuation procedures should be included in staff training.

### Action or Control Measures:

<table>
<thead>
<tr>
<th>Serious Accident</th>
<th>Notes:</th>
</tr>
</thead>
<tbody>
<tr>
<td>• First Responder will call 999 for the Ambulance</td>
<td></td>
</tr>
<tr>
<td>• Make sure area is safe, removing or restricting access to any hazards</td>
<td></td>
</tr>
<tr>
<td>• If safe, ensure First Aid presence at the scene.</td>
<td></td>
</tr>
<tr>
<td>• First Aid Lead administers treatment and gets basic details i.e. personal contacts, address, telephone etc.</td>
<td></td>
</tr>
<tr>
<td>• Inform personal contacts of casualties as required</td>
<td></td>
</tr>
<tr>
<td>• Estates Lead / Security ensures there is a clear route from site entrance to casualty</td>
<td></td>
</tr>
<tr>
<td>• Estates Lead / Security meet the paramedics at site entrance and escort them to casualty</td>
<td></td>
</tr>
<tr>
<td>• As the situation progresses it will need to be assessed and actions taken in consultation with the Paramedics and Test Centre Supervisor.</td>
<td></td>
</tr>
<tr>
<td>• Do not respond to Media Enquiries.</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Casualty taken to hospital</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>• First Aid Lead to collect evidence of the incident including photographs of the area, signed statements from witnesses and any relevant documentation.</td>
<td></td>
</tr>
<tr>
<td>• Complete accident report including witness statements, CCTV records, photos and review of relevant H&amp;S documentation</td>
<td></td>
</tr>
</tbody>
</table>
All sites have responsibility for determining emergency evacuation procedures for their employees, visitors and other relevant third parties. Sufficient information should be given to all staff and evacuation procedures should be included in staff training.

If you discover a fire

• Raise the alarm by alerting site staff (Is a temporary fire alarm installed? Or Megaphone?)
• Evacuate the area as detailed below

In the event of fire

• Upon activation of the evacuate alarm signal:
• Leave the area by the nearest emergency exit
• Proceed directly to your assembly point (Staff Car Park?)

If you discovered the fire, once in a place of safety call

• Blue Light Responders (999)
• the Estates Lead (Contact Details Here)

Management Response

• Always check the emergency services have been called – IF IN DOUBT PHONE 999
• The Estates Lead, Test Centre Manager and Security personnel shall meet at a designated Emergency Control Centre (e.g. Site Entrance / Checkpoint?) to co-ordinate the response and meet Blue Light Responders.

Do Not

• DO NOT stop to collect personal belongings
• DO NOT use the lifts
• DO NOT attempt to fight a fire unless you are trained to do so and it is blocking your only means of escape.
Emergency Procedures – Fire Evacuation (2/2)

<table>
<thead>
<tr>
<th>Action or Control Measures:</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Confirmed Fire</strong></td>
<td></td>
</tr>
<tr>
<td>• Estate Lead to call 999 for the Fire Service and inform Test Centre Supervisor</td>
<td></td>
</tr>
<tr>
<td>• Estate Lead / Security to stop all incoming vehicles entering the site. Initiate fire evacuation of all existing vehicles on the site.</td>
<td></td>
</tr>
<tr>
<td>• All staff / personnel gather at the designated assembly point. First Aid lead to treat any injured persons.</td>
<td></td>
</tr>
<tr>
<td>• Team Leads complete a sweep of the site to establish whether anyone is thought to still be in ‘danger areas’ and go to Assembly Point. Operations Supervisor designated as main contact with Estates Lead and relies information as appropriate.</td>
<td></td>
</tr>
<tr>
<td>• Estate Lead to meet the Fire Service at site entrance, confirm location of the fire and follow Fire Service instruction.</td>
<td></td>
</tr>
<tr>
<td>• Inform Fire Service of information in Emergency Grab Bag e.g. building plans and emergency contacts. Follow Fire Service instruction.</td>
<td></td>
</tr>
<tr>
<td>• Maintain adequate communications channels with the Fire Service, Estates Lead and Operations Lead.</td>
<td></td>
</tr>
<tr>
<td>• As the situation progresses it will need to be re-assessed and actions taken in consultation with the Fire Service e.g. Persons at Assembly point should leave site</td>
<td></td>
</tr>
<tr>
<td>• Do not respond to Media Enquiries.</td>
<td></td>
</tr>
<tr>
<td><strong>All Clear</strong></td>
<td></td>
</tr>
<tr>
<td>• If safe to do so, allow reoccupation of the building but restrict access to any areas that have been damaged.</td>
<td></td>
</tr>
<tr>
<td>• Communicate all clear to the Assembly point.</td>
<td></td>
</tr>
<tr>
<td>• Investigate or request damage report from the Fire Service. Estates lead to complete incident report.</td>
<td></td>
</tr>
<tr>
<td>• Provide details to the Test Centre Supervisor to aid recovery and business continuity process</td>
<td></td>
</tr>
<tr>
<td>• Allow entry to site for suppliers, customers and continue normal operations.</td>
<td></td>
</tr>
</tbody>
</table>
Handbook
Media and Social Media Policy
# On Site and Social Media Policy

## Who is this for

All stakeholders including landlords providing sites, site operators, testing experts and coordinating teams.

Satellite testing sites will of interest to the media. However, media coverage around the sites need to be carefully managed to avoid misinforming the public about their use.

Our policy is to centrally manage any media or public comment to ensure they run efficiently. Press queries should therefore be directed to the DHSC Press Office - pressofficenewsdesk@dhsc.gov.uk, cc’ing the Covid 19 Testing Programme Communications team: Will.Round@dhsc.gov.uk; Meena.Raman@dhsc.gov.uk

## Strict Media Guidance

In the event a member of the media, or someone you suspect is from the media, asks in person or calls inquiring about the testing e.g. “is it true the coronavirus (COVID-19) is being tested for on this site?” take the following immediate action to:

- Please do not comment
- If on site, politely explain it is private site and ask them to leave
- Immediately alert security, the site supervisor and appropriate public relations contacts for the site owner and the Department for Health Programme lead of the media presence and nature of the query.

Contacts: [To be completed on each site]

Local NHS Trust Comms lead: Name and Number

DHSC Comms lead: Name and Number

## Remember

- Be CAUTIOUS with any media management
- In the first instance, politely make no comment.
- NO staff should be interviewed without DHSC clearance
- ONLY IF pushed to comment, use this line and contact Head of PR – “I’m sorry, I can’t comment, but I can put you in contact with our media relations team and they will get back to you in due course.”
- Await confirmation from the DHSC Comms lead on next steps

## Use of Social Media Policy

- Please do not post ANY comments or images on social media for the duration of your time on site.

## PR Statement

If pressed, the DHSC have agreed the following short statement:

"We have worked with the Department for Health & Social Care, and other partners, to set up an isolated coronavirus testing area to test NHS workers and self-isolating members of their households. We are proud to be able to offer our assistance to the NHS during this unprecedented time."

---

<table>
<thead>
<tr>
<th><strong>Who is this for</strong></th>
<th><strong>Strict Media Guidance</strong></th>
<th><strong>Remember</strong></th>
<th><strong>Use of Social Media Policy</strong></th>
<th><strong>PR Statement</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>All stakeholders including landlords providing sites, site operators, testing experts and coordinating teams. Satellite testing sites will of interest to the media. However, media coverage around the sites need to be carefully managed to avoid misinforming the public about their use.</td>
<td>In the event a member of the media, or someone you suspect is from the media, asks in person or calls inquiring about the testing e.g. “is it true the coronavirus (COVID-19) is being tested for on this site?” take the following immediate action to:</td>
<td>- Be CAUTIOUS with any media management  - In the first instance, politely make no comment.  - NO staff should be interviewed without DHSC clearance  - ONLY IF pushed to comment, use this line and contact Head of PR – “I’m sorry, I can’t comment, but I can put you in contact with our media relations team and they will get back to you in due course.”  - Await confirmation from the DHSC Comms lead on next steps</td>
<td>- Please do not post ANY comments or images on social media for the duration of your time on site.</td>
<td>&quot;We have worked with the Department for Health &amp; Social Care, and other partners, to set up an isolated coronavirus testing area to test NHS workers and self-isolating members of their households. We are proud to be able to offer our assistance to the NHS during this unprecedented time.&quot;</td>
</tr>
</tbody>
</table>
Handbook
End of day checklist
End of day checklist

*This checklist should be owned by the Test Centre Manager and signed as completed each day*

<table>
<thead>
<tr>
<th>Action</th>
<th>Tick</th>
</tr>
</thead>
<tbody>
<tr>
<td>Have completed kits been collected and reconciled to expected kit numbers?</td>
<td></td>
</tr>
<tr>
<td>Have unused kits been checked, confirmed to be complete and stored securely?</td>
<td></td>
</tr>
<tr>
<td>Has unused PPE been counted and stored securely?</td>
<td></td>
</tr>
<tr>
<td>Have testing areas been cleaned and secured?</td>
<td></td>
</tr>
<tr>
<td>Has there been an all-staff / team debrief held, including reflection on lessons learned?</td>
<td></td>
</tr>
<tr>
<td>Where required, have remediation actions been taken or scheduled to address identified issues?</td>
<td></td>
</tr>
</tbody>
</table>
Handbook
Signage – A1 Print outs
WELCOME
TO THE COVID-19
DRIVE-THROUGH
TEST CENTRE

Please do not
forget to register
your URN on the
Randox Health
website
You will not receive your test result unless you register your URN on the Randox Health online portal.
THANK YOU VERY MUCH FOR YOUR VITAL WORK
Handbook
Signage – A4 Print outs
NHS COVID-19 DRIVE THROUGH TESTING

WAIT HERE FOR INSTRUCTIONS

- Keep engine running
- Apply handbrake
- Turn off radio and mobile phone
NHS COVID-19 DRIVE THROUGH TESTING

STOP HERE

• Please stay in your car
• Turn off your engine
• Apply handbrake
• Remove seatbelt
• Prepare for test
• Lower your window
NHS COVID-19 DRIVE THROUGH TESTING

NHS STAFF ONLY

• Park in designated area and stay in your car
• Show your test document
• Present your test kit
NHS COVID-19 DRIVE THROUGH TESTING LANE 1
NHS COVID-19 DRIVE THROUGH TESTING

LANE 2
NHS COVID-19 DRIVE THROUGH TESTING LANE 3
NHS COVID-19 DRIVE THROUGH TESTING

LANE 5
RECOVERY ZONE
ENTRANCE
PLEASE PROCEED TO LANE 1
PLEASE PROCEED TO LANE 2
PLEASE PROCEED TO LANE 3
PLEASE PROCEED TO LANE 4
DO NOT TAKE PICTURES
NO PPE BEYOND THIS POINT
THAT MEANS:
NO GLOVES
NO MASKS
COMPLETED KITS FOR COLLECTION ONLY HERE
THANK YOU FOR YOUR PATIENCE, PLEASE PROCEED
UNLESS PROMPTED PLEASE KEEP YOUR WINDOWS CLOSED AT ALL TIMES
YOUR VEHICLE REGISTRATION NUMBER IS NOT ON THE LIST PROVIDED BY YOUR NHS TRUST

PLEASE CAN YOU SHOW ID CONFIRMING THE NAME OF THE PERSON WHO IS TO BE TESTED
UNFORTUNATELY YOU ARE NOT ON TODAY’S LIST OF PEOPLE TO BE TESTED
IF YOU OR ONE OF YOUR HOUSEHOLD IS SYMPTOMATIC, PLEASE CONTACT YOUR NHS TRUST TO ARRANGE A TESTING APPOINTMENT
PLEASE FOLLOW THE SIGNS FOR THE EXIT
WE REALLY APPRECIATE YOUR COOPERATION
WE APPRECIATE YOUR FRUSTRATION HOWEVER IF YOU DO NOT EXIT NOW, WE WILL NOTIFY OUR POLICE CONTACT