



HM Government

**NHS**

# Satellite Delivery Programme

Workstreams 2 national C19 testing programme



## Contents

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



## 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.



HM Government

**NHS**

# 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



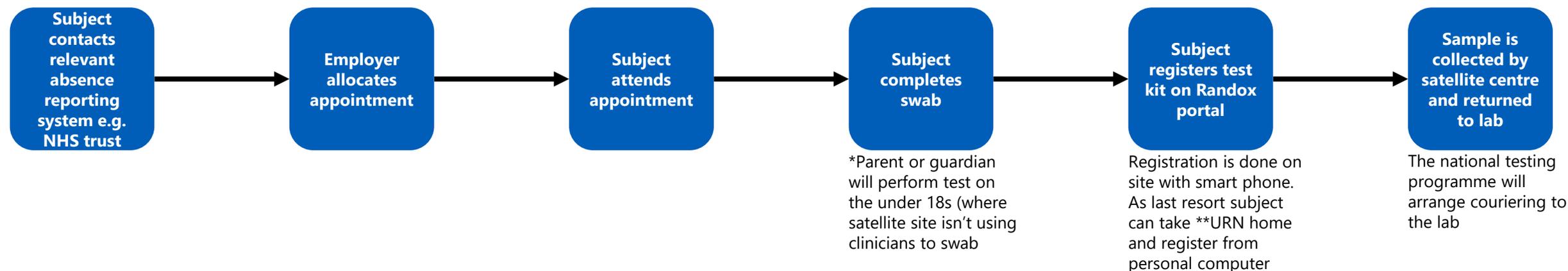
Symptomatic household member of key worker

Or



Symptomatic child (under 18) within household of key worker

### The subject's journey



\*\*URN = Unique Reference number

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



HM Government

**NHS**

# Subject eligibility



## Subject eligibility

Who is eligible for testing

# 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



HM Government

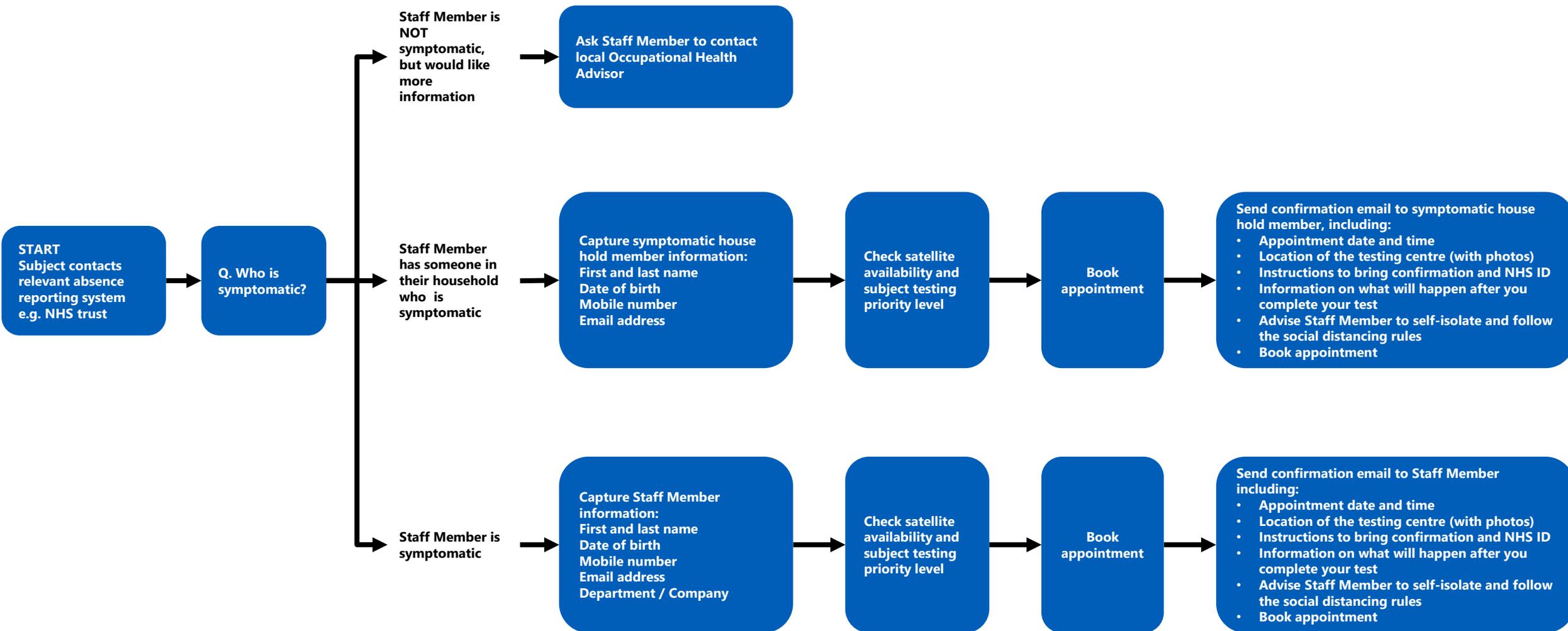
**NHS**

# Employer booking process



## Employer booking process

Example referral process for an eligible staff member to book an appointment at their local satellite centre





HM Government

**NHS**

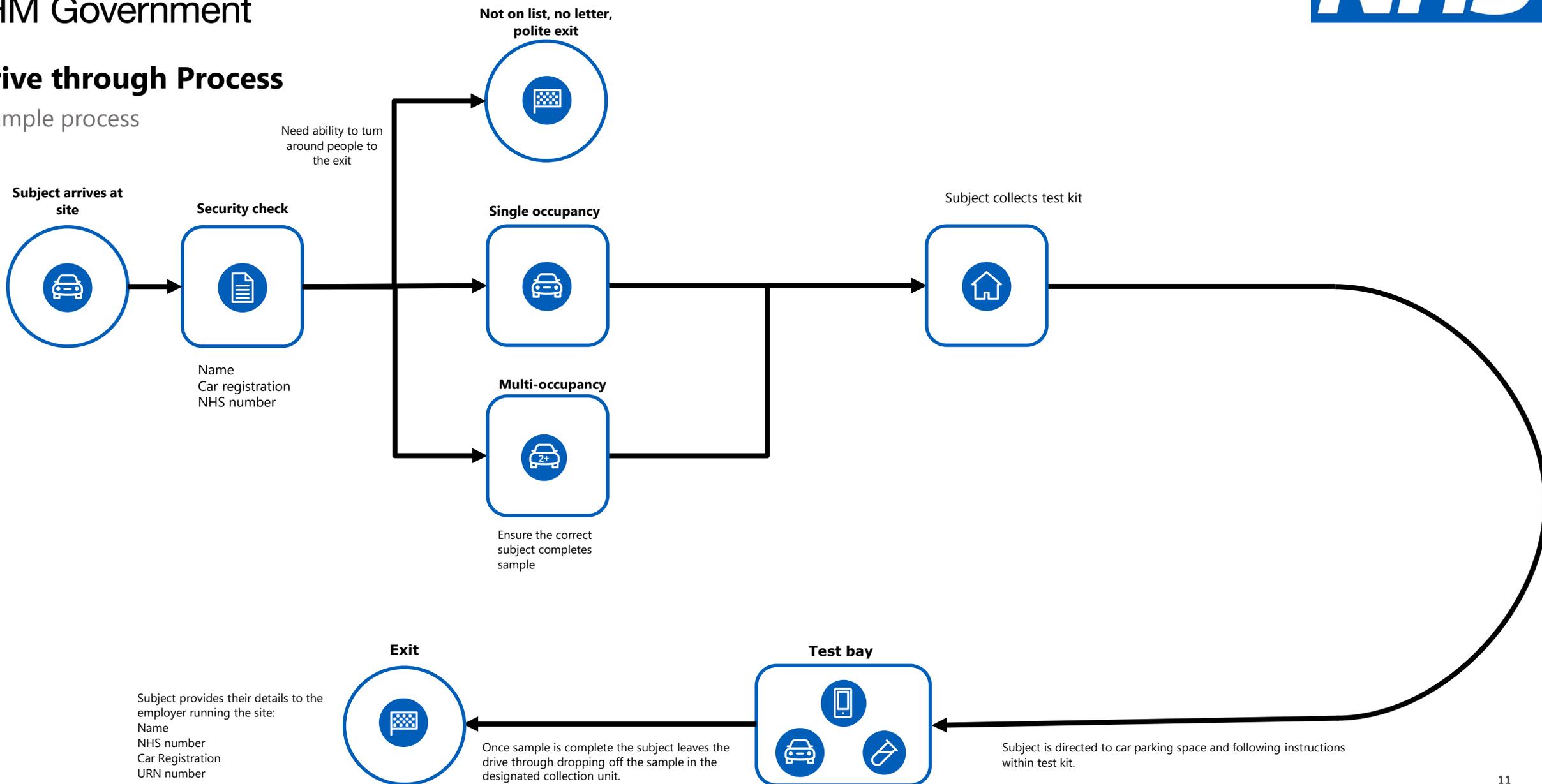
# Sample Collection process

Example sampling flow – drive through model.



# Drive through Process

Example process





HM Government

**NHS**

# Courier process



## Courier process

The satellite inbound and outbound logistical process



\*Outbound time alterations is subject to the couriers ability to make the new time requested by the satellite



HM Government

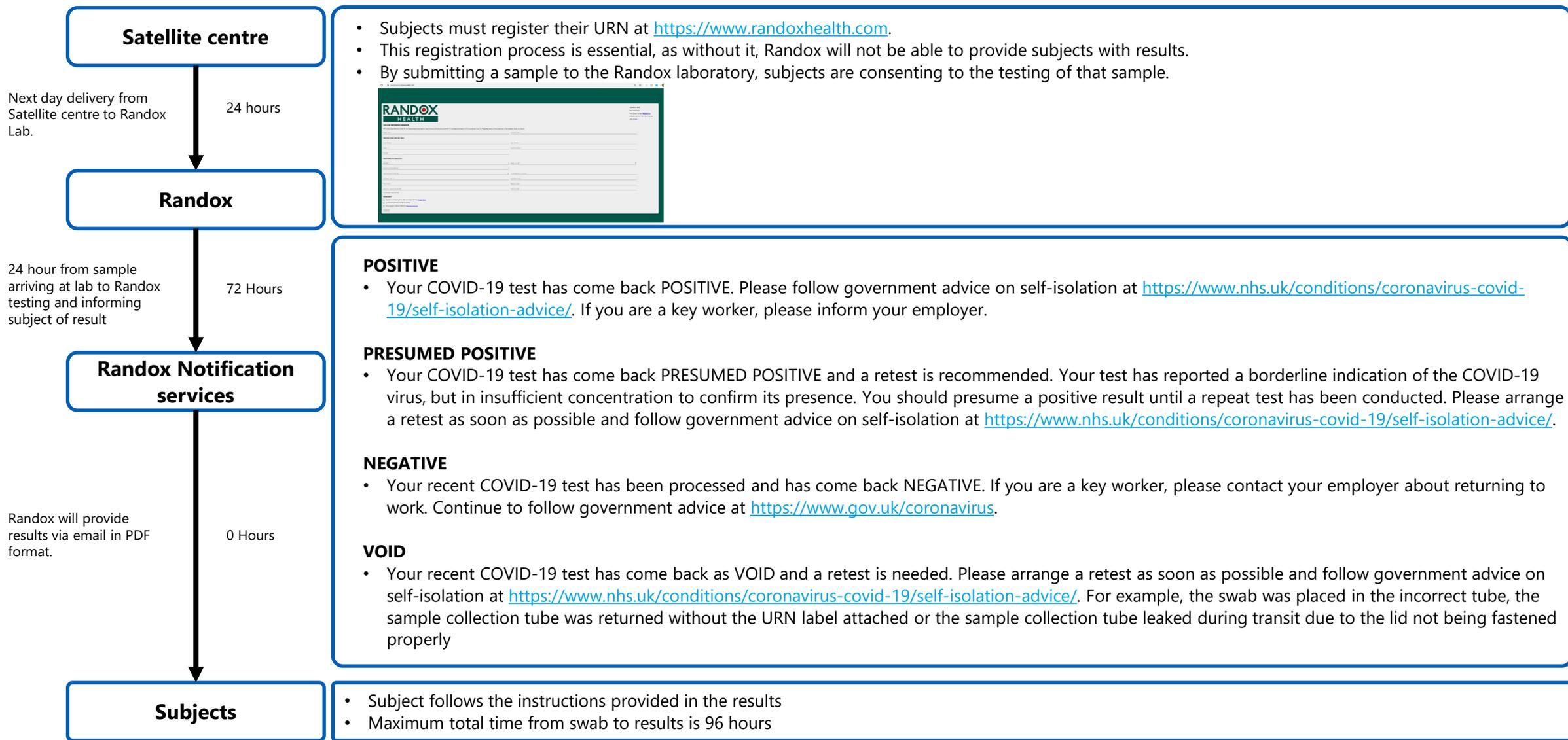
**NHS**

# Results communication



# Results communication

How will Randox supply the subject with their results





HM Government

**NHS**

# Handbook

## PPE and Safety information



## Coronavirus Disease (COVID-19) Test Centre PPE Instructions

The provided PPE guidance is based on government guidance.

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

### **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



### 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 provide

### **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



# Coronavirus Disease (COVID-19) Test Centre PPE Instructions



HM Government

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).

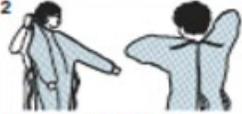
- Perform hand hygiene before putting on PPE

**1**



**Apron**  
Pull over head and fasten at back of waist.

**2**



**Gown/Fluid repellent coverall**  
Fully cover torso neck to knees, arms to end wrist and wrap around the back. Fasten at the back.

**3**



**Surgical mask (or respirator)**  
Secure ties or elastic bands at middle of head and neck. Fit flexible band to nose bridge. Fit snug to face and below chin. Fit/check respirator if being worn.

**4**



**Eye Protection (Goggles/Face Shield)**  
Place over face and eyes and adjust to fit.

**5**



**Gloves**  
Select according to hand size. Extend to cover wrist.

## 2. Removing Personal Protective Equipment (PPE)

**6**



Outside of gloves are contaminated. Grasp the outside of the glove with the opposite gloved hand; peel off.

**7**



Hold the removed glove in the gloved hand. Slide the fingers of the ungloved hand under the remaining glove at the wrist. Peel the second glove off over the first glove. Discard into an appropriate lined waste bin.

**8**



**Apron**  
Apron front is contaminated. Unfasten or break ties. Pull apron away from neck and shoulders touching inside only. Fold and roll into a bundle. Discard into an appropriate lined waste bin.

**9**



**Gown/Fluid repellent coverall**  
Gown/Fluid repellent coverall front and sleeves are contaminated. Unfasten neck, then waist ties.

**10**



Remove using a peeling motion; pull gown/fluid repellent coverall from each shoulder towards the same hand.

**11**



Gown/fluid repellent coverall will turn inside out. Hold removed gown/fluid repellent coverall away from body, roll into a bundle and discard into an appropriate lined waste bin or linen receptacle.

**12**



**Eye Protection (Goggles/face shield)**  
Outside of goggles or face shield are contaminated. Handle only by the headband or the sides. Discard into a lined waste bin or place into a receptacle for reprocessing/ decontamination.

**13**



**Surgical Mask (or respiratory)**  
Front of mask/respirator is contaminated - do not touch. Unfasten the ties - first the bottom, then the top. Pull away from the face without touching front of mask/respirator. Discard disposable items into an appropriate lined waste bin. For reusable respirator place in designated receptacle for processing/ decontamination.

- Perform hand hygiene immediately on removal.
- All PPE should be removed before leaving the area and disposed of as healthcare waste.



Public Health England

## Quick guide

### Putting on (donning) personal protective equipment (PPE) for aerosol generating procedures (AGPs)

COVID-19

This is undertaken outside the patient's room.

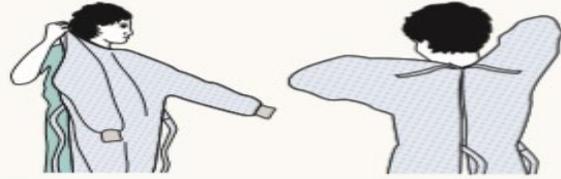
#### Pre-donning instructions

- ensure healthcare worker hydrated
- tie hair back
- remove jewellery
- check PPE in the correct size is available

Perform hand hygiene before putting on PPE

**1**

**Put on the long-sleeved fluid repellent disposable gown**



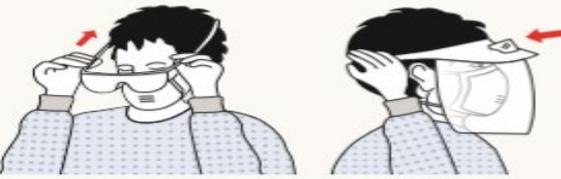
**2**

**Respirator**  
Perform a fit check.



**3**

**Eye protection**



**4**

**Gloves**





## HM Government

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:	Notes:
<b>Serious Accident</b>	
<ul style="list-style-type: none"> <li>• First Responder will call 999 for the Ambulance</li> <li>• Make sure area is safe, removing or restricting access to any hazards</li> <li>• If safe, ensure First Aid presence at the scene.</li> <li>• First Aid Lead administers treatment and gets basic details i.e. personal contacts, address, telephone etc.</li> <li>• Inform personal contacts of casualties as required</li> <li>• Estates Lead / Security ensures there is a clear route from site entrance to casualty</li> <li>• Estates Lead / Security meet the paramedics at site entrance and escort them to casualty</li> <li>• As the situation progresses it will need to be assessed and actions taken in consultation with the Paramedics and Test Centre Supervisor.</li> <li>• Do not respond to Media Enquiries.</li> </ul>	
<b>Casualty taken to hospital</b>	
<ul style="list-style-type: none"> <li>• First Aid Lead to collect evidence of the incident including photographs of the area, signed statements from witnesses and any relevant documentation.</li> <li>• Complete accident report including witness statements, CCTV records, photos and review of relevant H&amp;S documentation</li> </ul>	



# Emergency Procedures – Fire Evacuation (1/2)



## HM Government

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

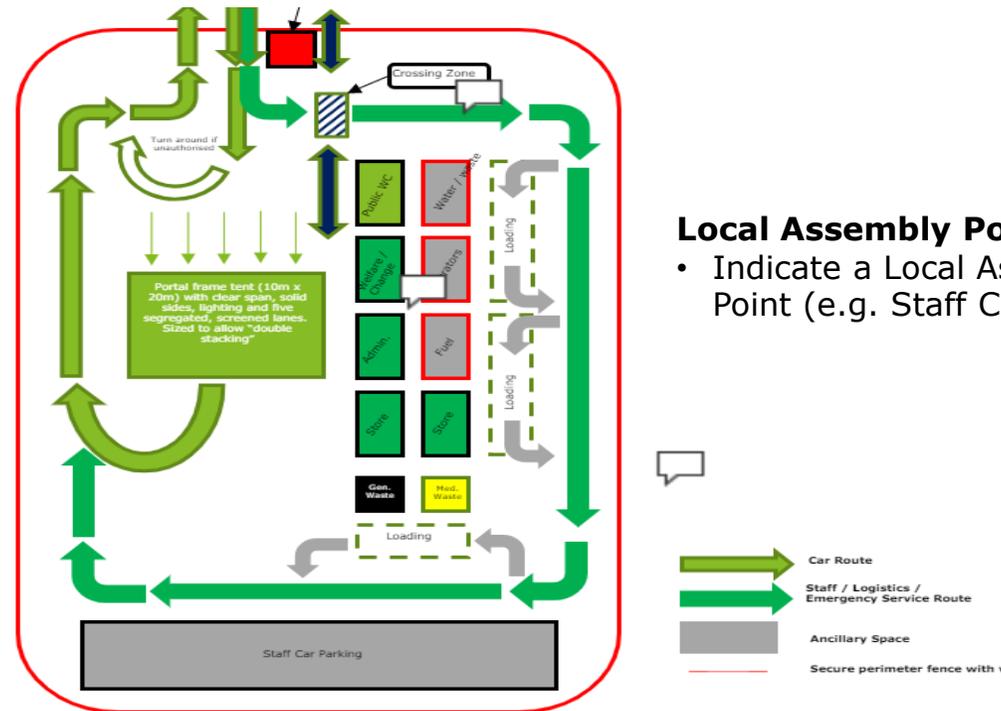
- Upon activation of the evacuate alarm signal:
- Leave the area by the nearest emergency exit
- Proceed directly to your assembly point (Staff Car Park?)

### 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.



### Local Assembly Point

- Indicate a Local Assembly Point (e.g. Staff Car Park)

### 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.



Action or Control Measures:	Notes
<b>Confirmed Fire</b>	
<ul style="list-style-type: none"><li>• Estate Lead to call 999 for the Fire Service and inform Test Centre Supervisor</li><li>• Estate Lead / Security to stop all incoming vehicles entering the site. Initiate fire evacuation of all existing vehicles on the site.</li><li>• All staff / personnel gather at the designated assembly point. First Aid lead to treat any injured persons.</li><li>• 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.</li><li>• Estate Lead to meet the Fire Service at site entrance, confirm location of the fire and follow Fire Service instruction.</li><li>• Inform Fire Service of information in Emergency Grab Bag e.g. building plans and emergency contacts. Follow Fire Service instruction.</li><li>• Maintain adequate communications channels with the Fire Service, Estates Lead and Operations Lead.</li><li>• 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</li><li>• Do not respond to Media Enquiries.</li></ul>	
<b>All Clear</b>	
<ul style="list-style-type: none"><li>• If safe to do so, allow reoccupation of the building but restrict access to any areas that have been damaged.</li><li>• Communicate all clear to the Assembly point.</li><li>• Investigate or request damage report from the Fire Service. Estates lead to complete incident report.</li><li>• Provide details to the Test Centre Supervisor to aid recovery and business continuity process</li><li>• Allow entry to site for suppliers, customers and continue normal operations.</li></ul>	



HM Government

**NHS**

# Handbook

Media 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](mailto:pressofficenewsdesk@dhsc.gov.uk), cc'ing the Covid 19 Testing Programme Communications team: [Will.Round@dhsc.gov.uk](mailto:Will.Round@dhsc.gov.uk); [Meena.Raman@dhsc.gov.uk](mailto: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 follow 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."*



HM Government

**NHS**

# 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***

Action	Tick
Have completed kits been collected and reconciled to expected kit numbers?	
Have unused kits been checked, confirmed to be complete and stored securely?	
Has unused PPE been counted and stored securely?	
Have testing areas been cleaned and secured?	
Has there been an all-staff / team debrief held, including reflection on lessons learned?	
Where required, have remediation actions been taken or scheduled to address identified issues?	



HM Government

**NHS**

# Handbook

Signage – A1 Print outs



HM Government



Department  
of Health &  
Social Care

**WELCOME**

**TO THE COVID-19  
DRIVE-THROUGH  
TEST CENTRE**

**Please do not  
forget to register  
your URN on the  
Radox Health  
website**



HM Government



Department  
of Health &  
Social Care

**You will not  
receive your test  
result unless you  
register your  
URN on the  
Randox Health  
online portal**





HM Government



Department  
of Health &  
Social Care

**THANK YOU VERY  
MUCH FOR YOUR  
VITAL WORK**





HM Government

**NHS**

# 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 4**



**NHS COVID-19 DRIVE  
THROUGH TESTING**

**LANE 5**



**RECOVERY**

**ZONE**



**ENTRANCE**



**EXIT**



**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**

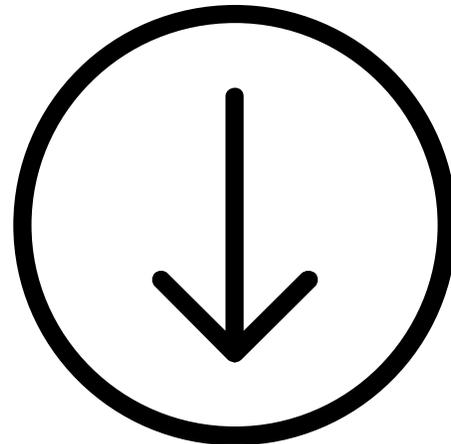
**THAT MEANS:**

**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**