



Response Level	Workload Prioritisation Guidance
<b><u>Level 5</u></b> <b>Emergency response</b> <b>Prevalence very high</b>	<p>All non-essential work stopped to allow general practice to cope with very significant, potentially overwhelming, demand relating to COVID-19, acute deterioration in long-term conditions, new symptoms indicating potentially serious disease and the COVID-19 vaccination roll out.</p> <p>Public messaging that general practice remains open but that a very restricted service is available.</p>
<b><u>Level 4</u></b> <b>Prevalence high or rising rapidly</b>	<p>Significant volume of non-essential work stopped. Local prevalence of COVID-19 and staffing factors will determine the amount of non-essential work that can continue. This de-prioritisation of services should be decided in conjunction with local commissioners and system partners.</p> <p>Strong public messaging that general practice is open, but most non-clinical services and significant volume of routine non-urgent clinical services are not available.</p>
<b><u>Level 3</u></b> <b>Prevalence raised but plateauing</b>	<p>Some non-essential work stopped or delayed. Local prevalence of COVID-19 and staffing factors will determine the amount of non-essential work that can continue. Practices maintain all relevant services that are appropriate for the local population and restore clinical services that may have been stopped at higher level of pandemic response.</p> <p>Public messaging that general practice is open but that many non-essential services won't be available or will be delayed.</p>
<b><u>Level 2</u></b> <b>Prevalence low or reducing rapidly</b>	<p>Most clinical services are operating. Non-clinical services previously stopped are reviewed and restored if capacity and staffing factors allow.</p> <p>Public messaging focuses on message that general practice is open and most clinical services are available but that some non-clinical services may still be restricted to allow a focus on providing clinical services.</p>
<b><u>Level 1</u></b> <b>COVID-19 endemic with limited risk</b>	<p>All services in place. New ways of working established. Social distancing and PPE requirements in line with national guidance.</p> <p>Public advised all services available although delivered in a way determined by practice to minimise residual risk of COVID-19 transmission.</p>
<b><u>Level 0</u></b> <b>Pandemic over</b> <b>Very limited residual COVID-19 risk</b>	<p>All services in place. Successful vaccine programme fully established. New ways of working maintained. Social distancing and PPE requirements may no longer be needed. Routine pre-pandemic infection prevention and control measures in place.</p> <p>Public correctly assume all services are routinely available and personal patient preference may determine how they receive these services.</p>