

Message

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Sent: 12/03/2020 5:34:48 PM
To: McBride, Michael [michael.mcbride@health-ni.gov.uk]
Subject: EOC Capacity - please limit circulation to a need to know basis

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Any advice?

Best wishes

Hugo

Email form EOC

We are unfortunately no longer able to keep up with the contact tracing.

Today we have received with over 200 calls in the duty room and callers are now using internal extensions to get through to speak to anyone.

The calls are almost all coming from GP and clinicians looking for advice on cases they are dealing with instead of following the published guidance.

The NHS 111 line continues to provide incorrect advice on home isolation and testing – referring asymptomatic cases for testing and advising on inappropriate isolation.

ED consultants are refusing to provide results to patients and are referring them to the PH duty room.

In summary – there is no contact tracing service because the Duty room and EOC are dealing with irate and frightened health care professionals.

We need a NI line on this.

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