



Cadogan Clinic: Our Zero Transmission Approach

Re-opening the Clinic

- As a CQC-registered hospital we have remained open throughout the COVID crisis to provide urgent diagnostic and cancer removal services, in line with NHS England guidance
- We are now planning to gradually re-open additional services where we can **ensure the risk of transmission is near zero** (R=0)
- We will achieve this by ensuring it is
 - Safe for our patients, doctors and staff to travel to the Clinic
 - Safe for our patients, doctors and staff when they arrive at the Clinic

A) Safe to travel to the Clinic

- **PATIENTS**
 - We ask that patients do not use public transport to visit the Clinic, and travel to the Clinic either by foot or by car
 - As ~40% of our patients live within walking distance of the Clinic and an additional ~40% of our patients live within cycling distance of the Clinic, we do not foresee this to be an issue for the vast majority of our patients
 - If you are unable to comply, we ask that you postpone your appointment until later in the year and hope you understand our position
- **STAFF**
 - Where possible all Clinic staff will continue to work from home
 - Where staff must travel to the Clinic, we ask them to avoid public transport where possible
 - All staff who are unable to avoid public transport will be supplied with medical grade facemasks and surgical gloves for their journey, and be encouraged to travel at off-peak travel times

B) Safe at the Clinic

The Clinic will adopt a 5 – pillar protection plan to ensure patients, staff and consultants are kept safe on arrival at the Clinic.

Taken together this protection plan aims to **prevent** COVID-19 infected individuals from entering the Clinic. In the event an infected person does enter the Clinic, these protocols aim for **early detection** and an **elimination of transmission** to ensure the Clinic remains a zero-transmission hospital environment

1. COMPREHENSIVE PATIENT AND STAFF SCREENING

- **Pre-Appointment** – all patients invited to the Clinic will be required to submit to a self-assessment form to ensure they have been free of COVID symptoms for at least 7 days at the point of booking. Evidence suggests this is the most effective way of ensuring a COVID free environment
- **In-Clinic**
 - All patients and staff will be subjected to a temperature and symptom check upon arrival at the Clinic by one of our trained nurses
 - All patients and staff will also be required to confirm that they have been free of COVID symptoms for at least 7 days on entry to the Clinic
- **Post-Clinic screening** – all patients and staff will be required to notify us if they develop any COVID symptoms in the 7 days following their visit to the Clinic. This will allow us to pursue a comprehensive 'contact trace' and retest programme for impacted personnel

2. TESTING

- **Patients**



- All general anaesthetic patients will be tested 72 hours before surgery using a home testing kit with the sample sent to our laboratory for analysis. A negative test will be required for surgery to proceed
 - As a service to our existing patients only we are offering laboratory antigen (PCR) and antibody tests before they visit the Clinic if they require further peace of mind
- **Staff & Consultants** - all staff and consultants will be to subject to regular laboratory testing to eliminate the risk of transmission to patients

3. PROTECTIVE EQUIPMENT INCLUDING PPE

- **Patients** - all patients will be issued with surgical gloves, a surgical mask and (optional) plastic apron upon arrival at the Clinic
- **Staff & Consultants**
 - All staff and consultants will be mandated to wear full NHS England and Public Health England - recommended PPE equipment at all times, with protocols determined by the status of each individual patient interaction
 - At a minimum this will include surgical gloves, a surgical mask and plastic apron, but may extend to medical grade respirators (FFP2+), surgical gowns, and face visors where appropriate

4. SOCIAL DISTANCING

- **Remote consultations** – all clinically appropriate consultations will continue to be undertaken remotely, incl. preliminary consultations and follow ups
- **Socially distanced consultations and treatments**
 - All consultations will take place behind a Perspex screen, with appropriate PPE being worn
 - Where it is not possible to maintain distancing measures at all times (e.g. some one-to-one treatments and diagnostic activity), physical contact will be minimised, e.g. conversational elements will take place behind the Perspex screen, with treatment time limited and the treating doctor wearing extensive PPE equipment (e.g. to the levels required in NHS operating theatres)
- **2 metre rule** – a 2m rule is in force throughout all communal areas of the clinic, with flooring stickers and signage to assist patients
- **Doubled waiting room capacity** – we have doubled our waiting room capacity to ensure patient to patient interaction is significantly minimised
- **Outpatient throughput reduced by 70%** - we have also reduced our outpatient throughput by 70% to further cut patient to patient interaction and cross-infection risk, as well as extended our opening hours
- **One-way patient flow** – a one-way system is in operation through the Clinic
- **Minimised waiting times** - all patients are asked to arrive only 5m before their appointment, at the earliest. Consultants are being asked to run strictly to time

5. INFECTION CONTROL

- **Hand sanitiser** – will be available in all areas of the clinic, communal and private. Staff and patients will be encouraged to follow frequent ritual hand sanitation protocols
- **Physical barriers** – will be in operation at reception and consulting rooms to ensure transmission risk minimised
- **Ventilation** – all our treatment rooms are ventilated to the standard of a minor operating theatre, and as a CQC registered facility our communal areas are ventilated as per NHS hospital standards
- **Deep cleaning & disinfection**– we will be deep cleaning all our facilities daily and all communal areas hourly. All patient rooms will be cleaned and thoroughly disinfected between patients
- **Payment protocols**– we ask that all payments are paid up front before arrival at the Clinic wherever possible. Where this is not possible, we are only accepting card payments at the Clinic
- **Office paraphernalia** – all extraneous office paraphernalia has been removed from communal spaces. We apologise we will no longer be offering coffee or magazines.