

Local Outbreak Engagement Board

20 October 2020

Test, Trace and Isolate

1. Purpose

To inform Board Members of the work undertaken locally regarding Test, Trace and Isolate.

2. Recommendations

- 2.1 That, subject to any comments Board Members may wish to make, the report be noted.

3. Report detail

Enhanced Contact Tracing for Coronavirus infections

Walsall Public Health have been undertaking enhanced contact tracing of COVID positive cases who have been designated as “failed to follow up” since the 9th of September.

The Walsall PH Contact Tracing team complete contact tracing and follow up of COVID positive cases sent across by the national Contact Tracing Advisory Service (CTAS). They input the finding/case notes into the National Contract Tracing Database (CTAD).

The Walsall Public Health Contact Tracing team has currently got 2.5 WTE members with an additional 4 contact tracers being included within the team within the next couple of weeks.

Since the 9th September 604 failed to follow up cases have been passed from the National team to the local contact tracers, however, numbers have been sporadic ranging from 13 – 173 cases uploaded at a time. In the early stages of the pilot many cases were already out of isolation date when uploaded, this issue appears to have now been resolved.

On a positive note the contact tracers have been successful in contacting cases previously marked as ‘uncontactable’ by PHE by interrogation of LA electoral roll information for additional contact details not included on the tracing form.

To ensure the consistency of information every case with a valid phone or email address receives an SMS text message or email advising them to isolate for 10 days and members of their household/close contacts to isolate for 14 days. Local contact numbers for *Making Connections Walsall* are also included in the message for additional support i.e. shopping, collecting prescriptions, financial and benefits advice.

Successes

Early successes reported by the Contact Tracing Team

- Identification of a wedding related outbreak which was not picked up by PHE or the national test and trace system.
- Outbreak linked to a pub not identified by PHE/National Test and Trace
- Outbreak linked to a hen party in a neighbouring authority
- Positive case on a holiday flight

Additional Observations reported by the contact tracing team

- Any appropriate information is passed on to the PH on call team for them to follow up.
- Any appropriate information is passed onto other authorities – possible outbreak information.
- Escalation back to tier 1 PHE – Criteria for Escalation are change frequently.
- Cases do appear to be more responsive to a local team contacting them.
- The National system does not look at the cases as a household – therefore households become frustrated being contacted multiple times.
- We do contact a lot of people who are very ill with COVID 19.

Challenges

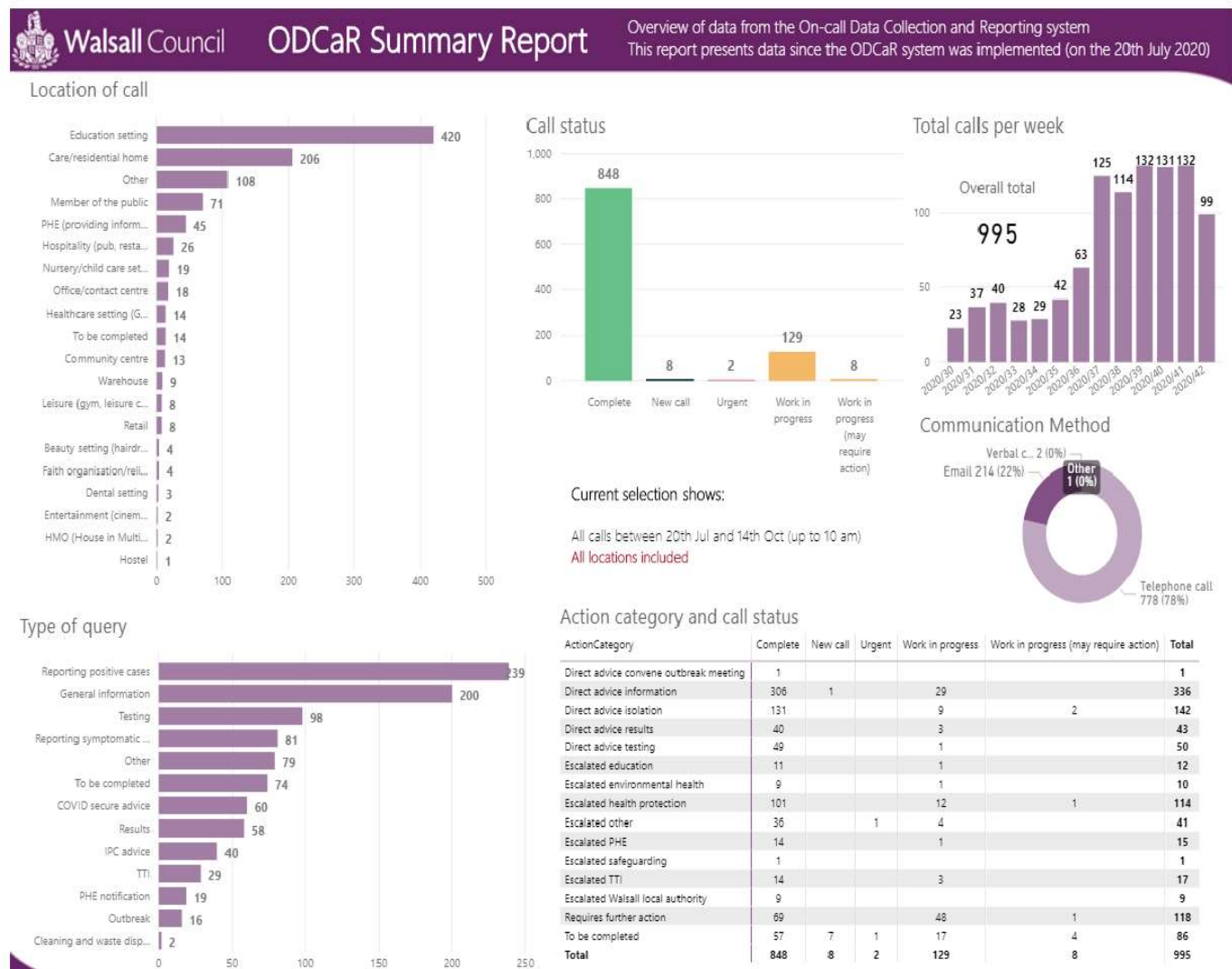
Given below are some of the challenges reported by the contact tracing team:

- Feeling unwell – unable to complete questionnaire.
- I have been through this before with National team.
- All my family have been contacted already? Why are you contacting us again?
- I have completed this on line – why are you contacting me?
- Retesting – some cases are retesting – one person retested 3 times at different testing sites. Clarity required about guidance for retesting.
- Cases in hospital –Hospital process when admitted and discharge information- cases are being retested prior to discharge and then advised to isolate for a further 14 days
- My employer will not let me back into the workplace unless I have a negative test.
- My family have not received test results and it has been 5 days since the test.
- I do not want to give any contact details- I have told all the people I have been in contact with and they are self-isolating.
- Do not co-operate on the phone – being abusive.

Summary Report of the work of the Public Health On call cell

The public health on call service was set up on the 21st of April in response to the Coronavirus pandemic. It is available 7 days a week from 8 AM to 8PM through a phoneline/ email.

Given below is a summary report of the activity of the public health on call cell over the past 3 months, ie from the 20th of July.



Background papers

None

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