



Public Health
England

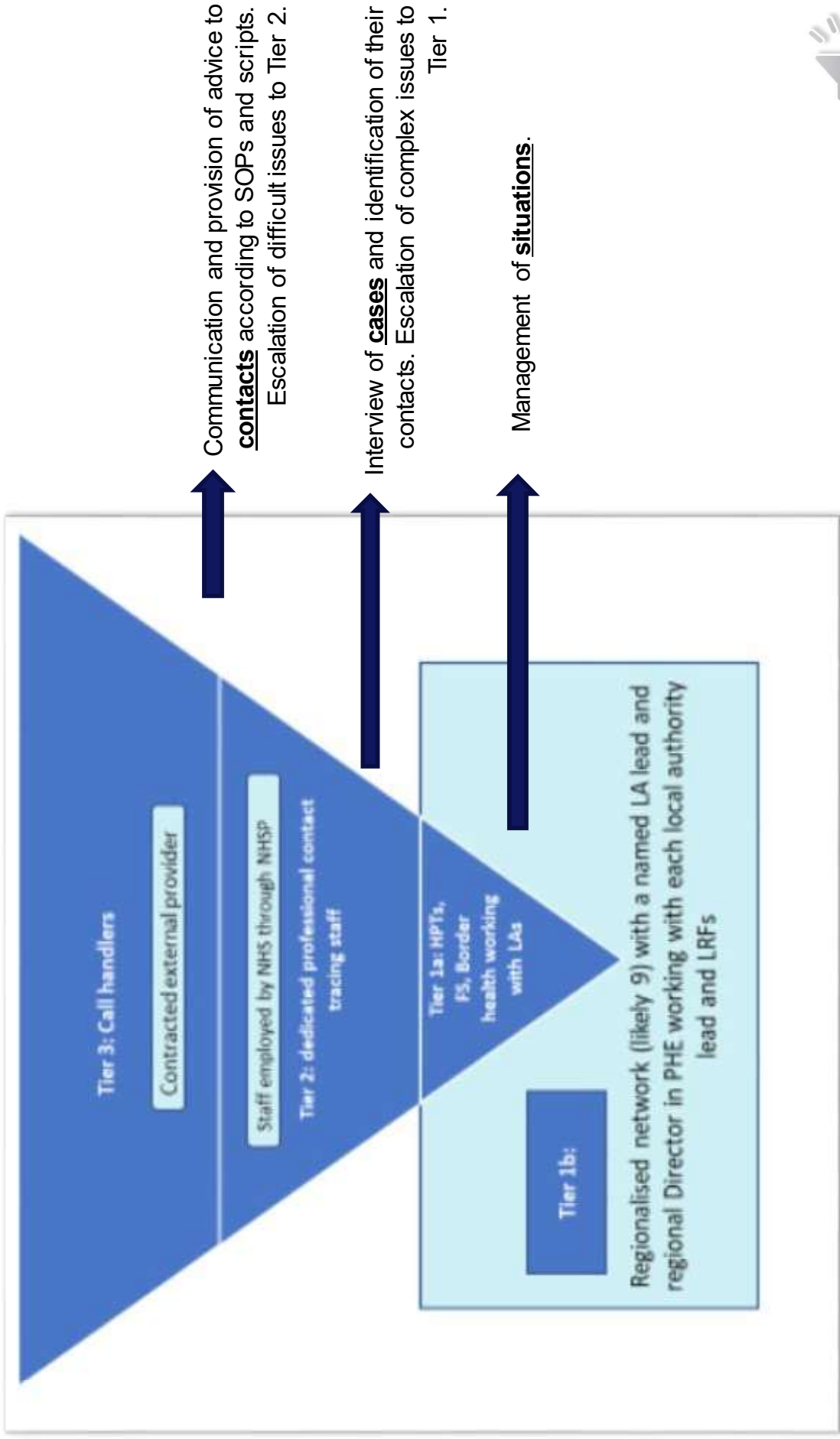
Protecting and improving the nation's health

NHS Test and Trace (T&T) (formerly CTAS)

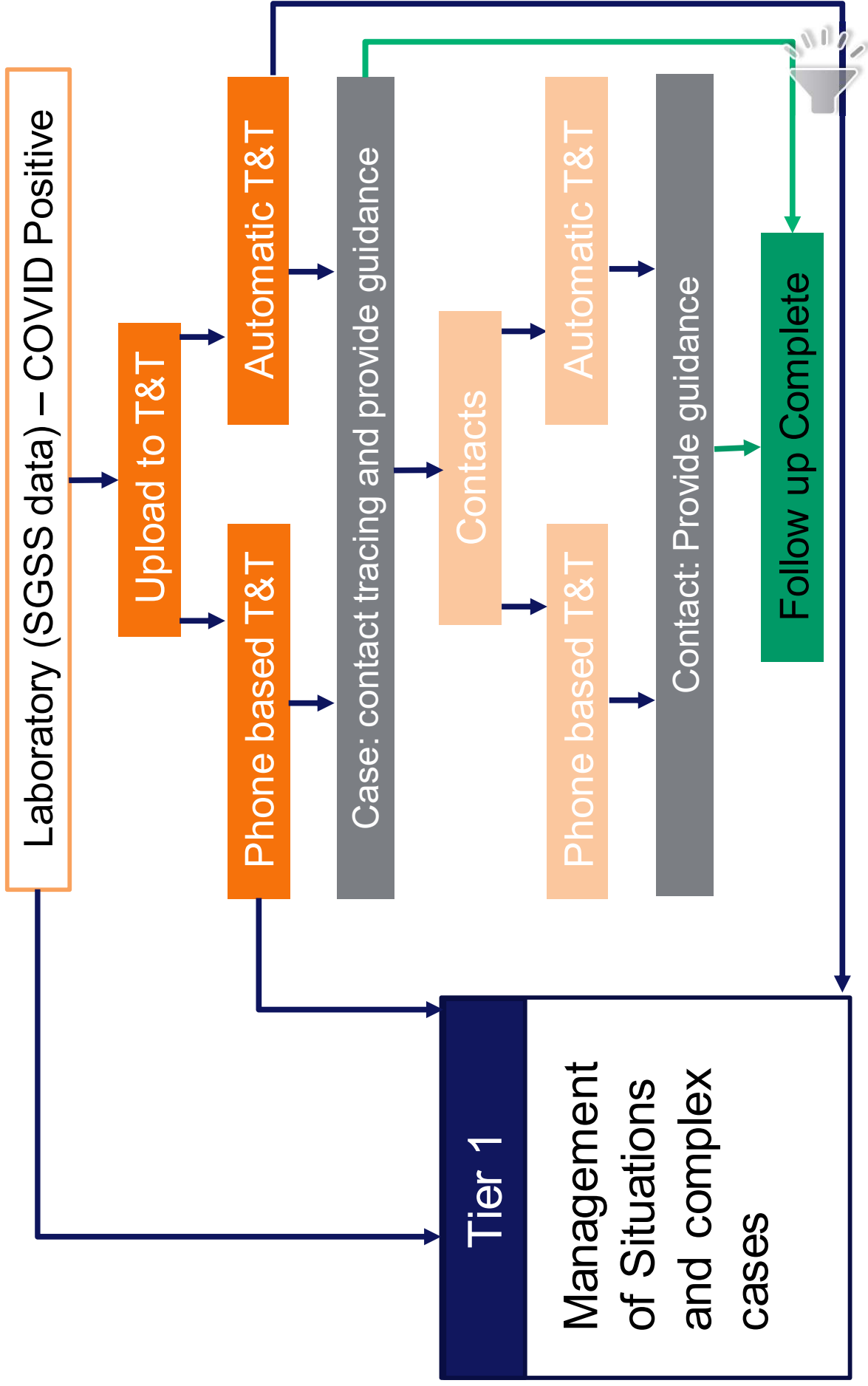
Escalation to Tier 1



Introduction



T&T - overview



Ways of escalation to Tier 1

Direct allocation

records automatically allocated to tier one due to their status. E.g. care home resident is followed-up without progressing through T&T (no questionnaire completed).

Automatic escalation

If a person provides certain responses to questions. E.g. if a case identifies as “working in healthcare setting”. The person will be escalated after completion of the questionnaire.

Call handler escalation

if a person provides information not captured by T&T questions that requires escalation. E.g. if a case has concerns over deductive disclosure or is unwilling to provide information.

Central escalation

the T&T team will identify any records or events that need escalation and have not been captured above. For example, school settings not escalated by call handlers or postcode co-incidences.



Escalation criteria

- Cases where liaison with an educational/childcare setting or employer may be required
- Complex and high risk settings
 - Care home staff and residents
 - Healthcare workers and emergency workers
 - Cases who attended healthcare settings as non-covid patients
 - Cases living or working in prisons
 - Cases in attending or working in special schools
 - Small vehicles
- Specified activities or any workplaces where direct contacts are not identified or where 1+ case matched to postcode
- in disease frequency or severity that may require further investigation
 - Number of cases linked to a specific workplace



Escalation from T&T to HPT/Tier 1

Records identified for escalation to tier 1 at various points of T&T process as described in methods of escalation slide

T&T records will be imported into a tier one escalation database.

HPT specific overview report emailed to HPT twice a day – **10am and 4pm.**
Emails sent to generic HPT accounts as reports/enquiries for review and action.

HPT and/or Tier 1 staff have the responsibility of reviewing these escalated reports and managing them in HPZone



T&T Tier 1 escalation reports

Rank	Report	Status	Trigger	Field2	Category
1	Care Home Report	Escalated tier 1	Care Home TRUE	NA	Escalated
1	Residential Report 2 - Prison	Escalated tier 1	Prison		Escalated
1	Work & Leisure Report 1 - Health & Social Care	Escalated tier 1	Working in a health or social care setting		Escalated
1	Work & Leisure Report 1 - Health & Social Care	Escalated tier 1	Visiting a health or social care setting		Escalated
1	Work & Leisure Report 2 - Prison	Escalated tier 1	Working in a prison / detention facility		Escalated
1	Work & Leisure Report 2 - Prison	Escalated tier 1	Visiting in a prison / detention facility		Escalated
1	Work & Leisure Report 3 - School	Escalated tier 1	Working in or attending a special needs educational setting		Escalated
1	Work & Leisure Report 3 - School	Completed	Working in or attending school or other educational setting		Escalated
1	Other escalated to tier one	Escalated tier 1			Escalated
1	Work & Leisure Report 4 - Work	Completed	Any other workplace (not specified above)	direct contact with that you were unable to identify	Identified
1	Work & Leisure Report 8 - Travel Small Vehicle	Completed	Travelling in small vehicles (taxi, private car)	direct contact with that you were unable to identify	Identified
1	Work & Leisure Report 7 - Postcode co-incidences	Completed	Any activity	1+ postcode match of place where a activity occurred to other case	Identified
2	Residential Report 1 - Shared	Completed	Student/Shared	direct contact with that you were unable to identify	Identified
2	Residential Report 1 - Shared	Completed	Student/Shared	1+ postcode match of residence to other case	Identified
2	Residential Report 3 - Other	Completed	Other accommodation	direct contact with that you were unable to identify	Identified
2	Residential Report 3 - Other	Completed	Other accommodation	1+ postcode match of residence to other case	Identified
2	Work & Leisure Report 9 - Travel Plane	Completed	Traveling by plane		Identified
3	Work & Leisure Report 7 - Play Groups	Completed	Organised play groups and day care centres	direct contact with that you were unable to identify	Identified
3	Work & Leisure Report 5 - Leisure Activity	Completed	Leisure activity (classes, gym, cinema)	direct contact with that you were unable to identify	Identified
3	Work & Leisure Report 6 - Events	Completed	Events and workshops (wedding, funeral, church)	direct contact with that you were unable to identify	Identified
3	Work & Leisure Report 10 - Other	Completed	Other	direct contact with that you were unable to identify	Identified



Escalation from T&T to HPT - reports

PDF situation report

COVID19 - Tier 1 Cases & Exposure Groups Report

Health Protection Team: HPTH10W

Report run: 5/19/2020 4:08:36 PM

Total Tier 1 Cases escalated to HPT's (last 24 hours)

Total cases
4

Total number by Exposure Group. Note: Cases can have more than one Exposure Group.

Exposure Group	Total
Working in a health or social care setting (eg hospital, GP, care home)	4
Working in a prison / detention facility	0
Working in or attending a special needs educational setting	0
Working in or attending school or other educational setting (not specified above)	0
Visiting a health or social care setting (eg hospital, GP, care home)	0
Visiting in a prison / detention facility	0



Escalation from T&T to HPT - reports

Excel list report

COVID19 - Tier 1 Postcode Coincidence Report for Residence and Activities
 Health Protection Team: Hampshire and Isle of Wight
 Report Run: 19/05/2020 18:01:59
 New/Updated Reports from 18/05/2020 18:01:47 and 19/05/2020 18:01:47

Id	CTAS ID	Forename	Surname	Date of Birth	Phone	Postcode	email	Care Home	Activity Name	Activity Description	Activity Postcode	Activity Date	able to Identify	comments	Local Authority	Record Type
368185			TESTING1			NE30 3FE			Working in a health or social care setting (eg hospital, GP, care home)	I have only been at home & work. I work as an HCA at RVI. All staff on the ward have now been tested here	NE14LP	18/05/2020		Mobile Test Unit or Place of Work. Second number: 07777686555	Newcastle	New
368202			TESTING2			NE26 3ZA			Working in a health or social care setting (eg hospital, GP, care home)	Comments here	NE14LP	09/05/2020			Newcastle	New
368194			TESTING3			NE4 LP			Working in a health or social care setting (eg hospital, GP, care home)	Doctor on ICU at RVI	NE14LP	11/05/2020		landline: 01912654783	Newcastle	Old
284			TESTING4			NE23 8AZ			Working in a health or social care setting (eg hospital, GP, care home)	Healthcare assistant in hospital	NE14LP	28/04/2020		Mobile Test Unit or Place of Work:	Newcastle	Old

Case identifiers

Details on activity/location

Local authority



De-escalation from HPT to T&T

- If following assessment, the HPT/Tier 1 determine that the person did not require tier one management they can email a line list of records back to the T&T team at Feedback.ContactTracing@phe.gov.uk using a standard template.
- Contacts identified as part of setting management by HPT/Tier 1 can be referred to T&T for automatic or phone-based follow-up.
 - Contacts uploaded to T&T using a template Excel file. Contacts then notified by T&T automated message or phone based contact tracing.



T&T Screens – cases

NHS NHS Test and Trace

Home Dashboard Staff Admin Management Call Centre Actions Bulk Upload Search Individuals Sign Out

BETA This is a new service – your feedback will help us to improve it.

[My assigned cases](#)

This case is currently unassigned

Viewing details of individual
Test Case
Account ID: 3946bb00

Status	Category	Dead?	High Risk?	Under 18?
Follow up needed (tier 2)	Contact with confirmed	No	No	No

Main responses - incomplete

[+ Proxy details](#)

[+ Profile details](#)



About you

Sex

Female

Male

Other / Prefer not to say

Your proxy's email

For example, mail@example.com

Your proxy's phone

For example, 01632 960 001, 07700 900 982 or (+44) 7700 900 982

Alternate landline for your proxy

For example, 01632 960 001, 07700 900 982 or (+44) 7700 900 982

House number / name

Postcode

For example, SW1A 0AA

Is this postcode for a care home?

Yes

No

Continue



Vulnerability

Account ID: 4897a064

Date of Birth: Not provided

Telephone (primary): 12345678

Telephone (backup): Not provided

▶ [Staff comments](#)

You have been advised to self-isolate

Do any of these apply to you?

- I have received a letter from the NHS saying that I am clinically vulnerable
- I think I will need support while self-isolating
- I am already receiving support from the local authority or a voluntary organisation
- None of these apply

If you have indicated that you are clinically vulnerable or require support, our NHS colleagues will contact you by text or email giving you information about local assistance available to you.

You can also visit the following links for further information about vulnerable groups and how to access support:

- [Find out what you can do if you're struggling because of coronavirus \(COVID-19\)](#)
- [Guidance on shielding and protecting, and people who are clinically extremely vulnerable from COVID-19](#)
- [Further information if you are self-isolating and are in need of support](#)

[Continue](#)



Residence

Tell us about where you live

This helps us identify who you've come in contact with since 30th of December (2 days before you were tested).

- House / flat where you know everyone
- Student / Shared accommodation
- Prison
- Other accommodation

[Continue](#)



Adding household contacts

Household members

If there are any people in your household who we wouldn't be able to speak to directly, including:

- young children
- vulnerable adults, such as those with learning difficulties
- elderly relatives

You can give the email address or phone number of someone else we can speak to on their behalf.

First Name	Last Name	Email	Phone	Under 18?	Delete?
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[Add member of household](#)

Visitors

Tell us about any people that have visited your household since 30th of December.

First Name	Last Name	Email	Phone	Under 18?	Delete?
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[Add visitor to household](#)

Was there anyone else you had a direct contact with at your house/accommodation that you were not able to identify?

- Yes
- No

Once you've added everyone you can using the green buttons above, please continue:



Adding events and activities

Work and leisure activities

To identify who you've come in contact with outside your household please tell us about what activities you have been doing, from 30 Dec onwards (2 days before you were tested). These could include:

- Work or school
- Visiting friends or relatives
- Leisure activity (classes, gym, cinema, pub)
- Events and workshops (wedding, funeral, church)
- Travelling in small vehicles / on planes
- Contact with healthcare setting

It is important that we are able to get in touch with all the people you are able to identify for us so that we can give them advice to keep themselves safe and to avoid passing the infection on to others

The next set of screens will allow you to add details of the times and places you have come into contact with others and record their contact details.

New activity:

Which category best describes this activity?

Did your activity take place in England or other country?

- England
- Wales
- Scotland
- Northern Ireland
- Other

Activity description

Please provide a brief summary of where you were and any other detail that may help us identify all the people you were in contact with, including name and address of the place, site/class/ward visited or attended, travel details (provider, length of journey, flight number) etc. You will be able to name contacts on the next screen.

Postcode of place where activity occurred (if known)

For example, SW1A 0AA

When did this activity take place (enter the most recent date if it was a repeat activity)?

For example, 13 05 2020

Day

Month

Year

Working in a Health and social care setting

Working in a prison/ detention facility

Emergency Workers

Working in or attending a special needs school

Any other workplace

Working in or attending school or other education setting

Visiting a health or social care setting

Visiting a prison or detention facility

Visiting friends or relatives

Leisure activity (classes, gym, cinema)

Events and worship

Organised play groups and day care

Travelling in small vehicles

Travelling by plane

Other



Adding a contact

Event contact

Add a new person

Please only enter details of anyone you haven't already named or identified.

First Name

Last Name

Email
For example, mail@example.com
djohnes@lest.abc

Phone
Please give a mobile number if possible

Is this person under 18?


Yes - this person is under 18
 No - this person is an adult

Country of residence

England
 Wales
 Scotland
 Northern Ireland
 Not sure

Which best describes your exposure to them?

Direct contact - which means face-to-face and physical contact, e.g. talking to a person, being coughed upon, shaking hands. It also includes any contact within 1 metre for 1 minute or longer.
 Proximity contact - which means being within 2 metres from a person for longer than 15 minutes, with or without speaking with them



Household contact

Add a new person

First Name

Last Name

Email
For example, mail@example.com

Phone
Please give a mobile number if possible

Is this person under 18?

Yes - this person is under 18
 No - this person is an adult

T&T contact screens

About you

First Name

AdultContact

Last Name

Testdata

Date of birth

For example, 31.3.1980

Day

Month

Year

NHS Number, if known (you can find this on a GP letter or prescription)
Should be exactly 10 digits long, for example 012 345 6789 or 0123456789

Sex

Female

Male

Other / Prefer not to say

Your proxy's email

For example, mail@example.com

Your proxy's phone

For example, 01632 960 001, 07700 900 982 or (+44) 7700 900 982

Alternate landline for your proxy

For example, 01632 960 001, 07700 900 982 or (+44) 7700 900 982

House number / name

Postcode

For example, SW1A 0AA

Is this postcode for a care home?

Yes

No

[Continue](#)



Symptoms

Tell us about your health

Have you experienced any symptoms?

No

Yes

When did your symptoms start?

For example, 13.05.2020

Day

Month

Year

Which symptoms have you experienced?

Please select at least one

A new, continuous cough

High temperature or fever (higher than 38C)

Loss or change to your sense of smell or taste (you cannot smell or taste anything, or things smell or taste different to normal)

None of these

Continue

Vulnerability

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Do any of these apply to you?

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I think I will need support while self-isolating

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- [Further information if you are self-isolating and are in need of support](#)

Continue

Guidance

Please read the following guidance on self-isolation measures that you should take to keep yourself and others safe.

- [Stay at home: guidance for households with possible coronavirus \(COVID-19\) infection](#) (Translated versions of this guidance are available.)

Continue



Thank you

Any questions get in touch with

Feedback.ContactTracing@phe.gov.uk

