



Hampshire and Isle of Wight



Covid Medicines Delivery Unit (CMDU) Transition Arrangements, June 2023

Dr Joe Bagley – Clinical Transformation Lead



Overview

CMDU is a community covid medicine delivery service, for persons aged 18 or over.

Non-hospitalised patients are eligible if:

1. They have a covid positive lateral flow or PCR
2. They are symptomatic AND onset of symptoms was within the last 5-7 days
3. AND they are a member of the 'highest risk clinical subgroup'*

[Higher-risk patients eligible for COVID-19 treatments: independent advisory group report \(March 2023\) - GOV.UK \(www.gov.uk\)](https://www.gov.uk/government/news/higher-risk-patients-eligible-for-covid-19-treatments-independent-advisory-group-report-march-2023)

If eligible, patients are prescribed either oral medications or an IV infusion

(in line with the interim clinical commissioning policy).

(Paediatric/ U18s are assessed separately via specialist inpatient paediatric teams, overseen regionally by the infectious diseases paediatric team at UHS)

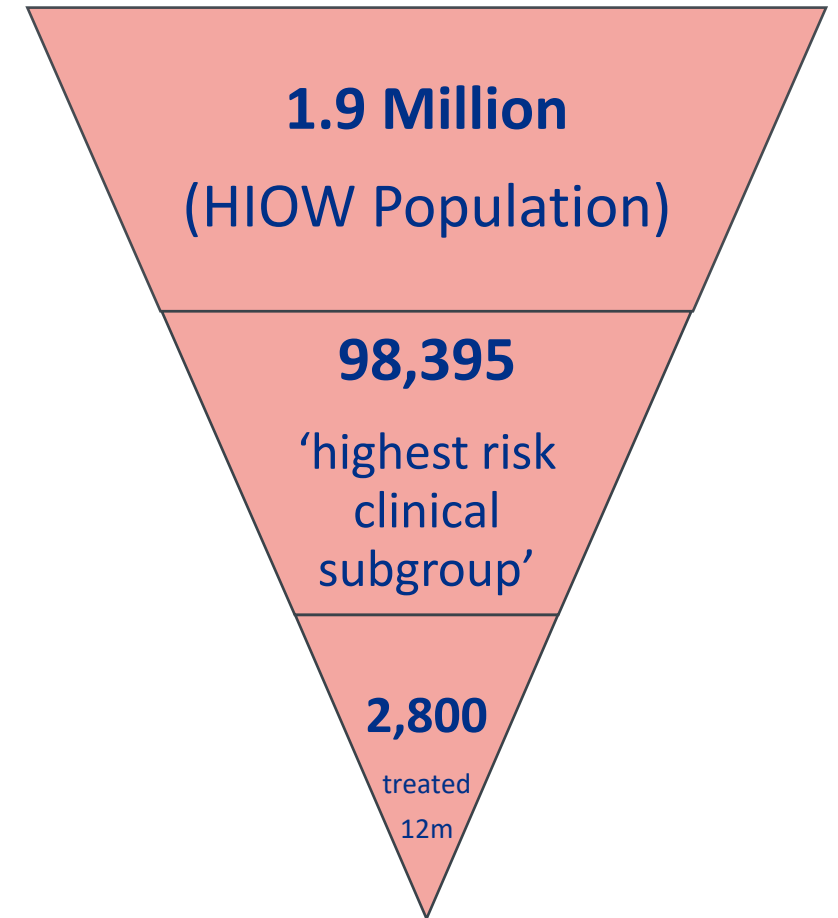
National Position



Changes to how highest-risk patients access COVID treatments

From 27 June, ICBs have statutory responsibility for providing access to community-based COVID treatments following recent NICE guidance. Highest-risk patients who can be digitally identified will receive a letter saying they will no longer be contacted if they test positive, but instead should contact local services, as per local pathways.

To ensure patients access treatment promptly, ICBs will work with primary care and other providers, to develop local clinical pathways for oral antivirals and IV treatments. Pathways may differ locally and your ICB will contact you to confirm arrangements. Please contact them if you don't have the information you need by 27 June.



10 – 50 referrals p/day

Local Arrangements

From the 27th June, the CMDU service will continue to be run by Partnering Health Limited (PHL), at scale for across HIOW, open 9-5pm, 7 days a week.

There is **no expectation** for GPs or Specialist teams to take on assessment and treatment of these patients.


The following referral arrangements are available instead:

1. Clinicians (both primary and secondary care) will continue to be able to send the existing referral form via email (as they usually would), directly to phl.cmdu@nhs.net (available in **ardens** for primary care: *Communications > Community > Covid Antivirals / CMDU*).
2. A new digital referral form will be available for **patients** to 'self-refer'.

The digital referral form will be hosted on the PHL website, via this link: <https://phlgroup.co.uk/cmdu/>

For patients unable to use the internet, they can contact the service directly by phoning: **03300 587080**

Plans have been discussed with Local Medical Committee (LMC) and system lead pharmacists who are supportive of arrangements


Hampshire and Isle of Wight

Hampshire and Isle of Wight Integrated Care Board
Hampshire Fire & Police Headquarters
Leigh Road,
Eastleigh
Hampshire
SO50 9SJ

21 June 2023

Dear colleague,

Important information about treatments for COVID-19

We are writing to you to introduce the Hampshire and Isle of Wight COVID Medicines Delivery Unit (CMDU) and changes taking place for patient access.

You may already be familiar with the CMDU, which was first set up in December 2021.

It enables vulnerable patients (within the [highest risk clinical subgroup](#)) who test positive for COVID-19 to receive oral antivirals or IV treatment in the community.

From Tuesday June 27, 2023, eligible patients will be able to self-refer into this service and NHS England will no longer be referring people directly to the CMDU.

What this means for our GP practices, secondary care and out of hours providers

The CMDU is run by Partnering Health Limited (PHL) and is open seven days a week from 9am to 5pm. Patients will be able to self-refer either by:

- Visiting <https://phlgroup.co.uk/cmdu/> and completing a self-referral form
- Phoning 03300 587080

Patients will then be contacted within 24 hours of referral and clinically assessed for treatment and a treatment plan will be put in place.

We want to highlight there is **no expectation** for GP practices or secondary care to take on the assessment and treatment of these patients.

NHS England has written to most patients that have been identified as eligible, advising them they will no longer be automatically contacted.


It is now the Hampshire and Isle of Wight Integrated Care Board's responsibility to work with GP practices and other providers, to inform patients of the agreed local clinical pathway for the treatment.

More information

To help you navigate patients to the right place we have created:

- An infographic explaining the change on a page for internal use

Letter to Practices & OOHs


Hampshire and Isle of Wight

Role of General Practice Teams in Supporting Patient Access to Treatments for Covid-19

The Hampshire and Isle of Wight COVID Medicine Delivery Unit (CMDU) provides eligible patients antiviral COVID-19 treatment in their homes.

There is no expectation for GP Practices or secondary care teams to assess and treat patients.

From Tuesday 27th June the NHS will no longer automatically contact patients about treatments after reporting a positive COVID-19 test result.

Access to the CMDU is changing and now patients will be able to self-refer:

Step 1
Patient tests positive for covid-19 (LFT or PCR) and belongs to one of the 'highest risk clinical subgroups'.

Step 2

- a. Patient self-refers to the COVID-19 Medicines Delivery Unity (CMDU) either
 - i. Online via: <https://phlgroup.co.uk/cmdu>
 - ii. Or by phoning: 03300 587080
- b. Accurx text messaging template is available to send patients who present to Primary Care

Step 3
Patient is contacted within 24 hours and clinically assessed for treatment if appropriate.

The CMDU is open 9am to 5pm, 7 days a week

Please do not refer patients to 119 for assessment and treatment.

119 teams only provide patients with lateral flow tests.

Information for clinicians and patients within HIOW is available at:
www.hantsiowhealthandcare.org.uk/your-health/covid-19/hampshire-and-isle-wight-covid-medicine-delivery-unit-cmdu-service

'Change on a Page' Poster

Access to treatments for COVID-19 - changes from 27 June

NHS England has written to the [majority of](#) patients who are currently eligible for treatments for COVID-19, to inform them the way they access these treatments is changing.

From **Tuesday 27 June**, eligible patients will be able to self-refer to the COVID Medicines Delivery Unit (CMDU), which provides antiviral medicines to patients who have tested positive for COVID-19 and who identify as belonging to the [highest risk clinical subgroup](#).

This includes some patients with cancer, blood conditions, kidney disease, liver disease and autoimmune diseases, among others.

If you are an eligible patient and test positive for COVID-19, please contact the CMDU directly and self-refer by:

- Visiting <https://phlgroup.co.uk/cmdu> online and completing a self-referral form
- Phoning 03300 587080

Patients will be assessed within 24 hours of referral.

Further information is available online: <https://www.hantsiowhealthandcare.org.uk/your-health/covid-19/hampshire-and-isle-wight-covid-medicine-delivery-unit-cmdu-service>

Suggested Wording for Websites

Text Messaging Template

Thank you for contacting *insert name of GP Surgery or team/ service*

Please contact the Hampshire and Isle of Wight Covid Medicines Delivery Unit (CMDU).

Click this link: <https://phlgroup.co.uk/cmdu> to be assessed by a clinician.

You can also phone 03300 587080.

Accurx Text Message Template

Asks...

1. Please could the letter and poster to be shared with practice teams?
 2. Please could you upload the accurx text template to your practice's Accurx, and send to patients if they present to the GP for covid treatment?
- For further information and guidance, inc. eligible cohorts please visit the ICB CMDU Website:
 - <https://www.hantsiowhealthandcare.org.uk/your-health/covid-19/hampshire-and-isle-wight-covid-medicine-delivery-unit-cmdu-service>

How To Navigate

- For Patient Assessment and Treatment
 - Patient Portal Website: <https://phlgroup.co.uk/cmdu/>
 - Patient Access Telephone Line: **03300 587080**
- For email referral forms:
 - Ardens Communications > Community > Covid Antivirals / CMDU
 - Send to: phl.cmdu@nhs.net
- ICB Website for further information and guidance, inc. eligible cohorts
 - <https://www.hantsiowhealthandcare.org.uk/your-health/covid-19/hampshire-and-isle-wight-covid-medicine-delivery-unit-cmdu-service>