



SOUTHAMPTON TEST AND TRACE

LOCAL CONTACT TRACING TEAM

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Briefing on Southampton's local
contact tracing service

8th February 2021

Public health, Southampton City Council

Key objectives of the service

Wednesday 13th January, Southampton City Council's local contact tracing service, called ***Southampton Test and Trace Service***, moved into its production phase. The service now covers the whole city and will be in place until June 2021 pending further review.

key objectives of the local service are to...

Prevent the spread of COVID-19 infection in the city by:

increasing the proportion of Southampton residents that are successfully contacted where they have tested positive, reinforcing the message to residents that have tested positive that they should continue to self-isolate, and to identify people that they may have been in close contact with so that they can then be advised to self-isolate.

Protect vulnerable residents by:

identifying individuals and families that require support to self-isolate and/or are vulnerable, provide advice, and facilitate a "warm transfer" (i.e. direct connection with no wait) to the SCC resident helpline to organise the support required and/or signposting to other services.

Help inform intelligence on where higher levels of spread of infection may be taking place so that preventative action can be taken by:

identifying which settings and places positive cases have visited in the seven days prior to becoming symptomatic, monitoring any patterns, and taking action through community engagement and compliance work.

Two phased roll-out

Phase 1: A pilot service was set up for one month (December 2020) in the following wards: Bargate, Basset, Bevois, Shirley, Woolston. This initially covered approximately a third of Southampton's population.

These wards were chosen on the basis that they had:

- Higher incidence of COVID-19 infection

- Populations with a higher risk of contracting infection based upon occupation (i.e. work in higher risk settings such as health and social care, education) and living conditions

- Higher proportions of younger people where infection rates are higher

- Higher proportions of people with clinical vulnerability to COVID-19

From the week commencing 14th December 2020, the pilot was expanded to cover some additional wards (Bitterne, Burnside, Burnwood, Easton, Farnborough, Fratton Park, Coxford, Peartree, Redbridge, Swaythling).

Phase 2: Following approval of a full business case in January 2021, it was decided to scale up the service to ensure coverage for the whole city (i.e. all Southampton postcodes) and to launch the service for a further five months, until July 2021, pending review.

How the local service will augment the national service

Additional NHS Test and Trace actions

The national NHS Test and Trace service has been operational since 28 May 2020. The testing arm of this service aims to provide rapid access to a test for anyone who develops symptoms of COVID-19, whilst the tracing arm aims to identify close contacts of anyone who tests positive for COVID-19 and, if necessary, notifies them that they must self-isolate at home to help stop the spread of the virus.

People with confirmed COVID-19 infection are automatically added to the NHS Test and Trace system, known as the CTAS (Contact Tracing and Advisory Service) database. When individuals are enrolled in CTAS the following actions take place:

- An electronic prompt is sent to cases requesting that they enter details about themselves and the “close contacts” (according to a stated definition) that they have had with other people. Cases are given an 8 hour window to complete this.

- If cases do not respond, NHS Test and Trace call handlers attempt to make contact with the case for a further 24 hours.

- Any close contacts identified are then followed up by national NHS Test and Trace call handlers.

If the national team have been unable to contact cases within 32 hours (i.e. the 8 plus the 24), they are handed over to the local service to follow up. Local Test and Trace services are therefore responsible for following up those cases that have been hardest to contact; potentially because of issues related to vulnerability or compliance.

How the local service will augment the national service

Local Southampton Test and Trace actions

Once cases have been handed over to the local service (i.e. after 32 hours), the Southampton Test and Trace team will use the data provided to follow-up cases. All data is fed into the same system (CTAS) by both the national and local teams to ensure there is a complete view of how the service is working and how the virus might be spreading.

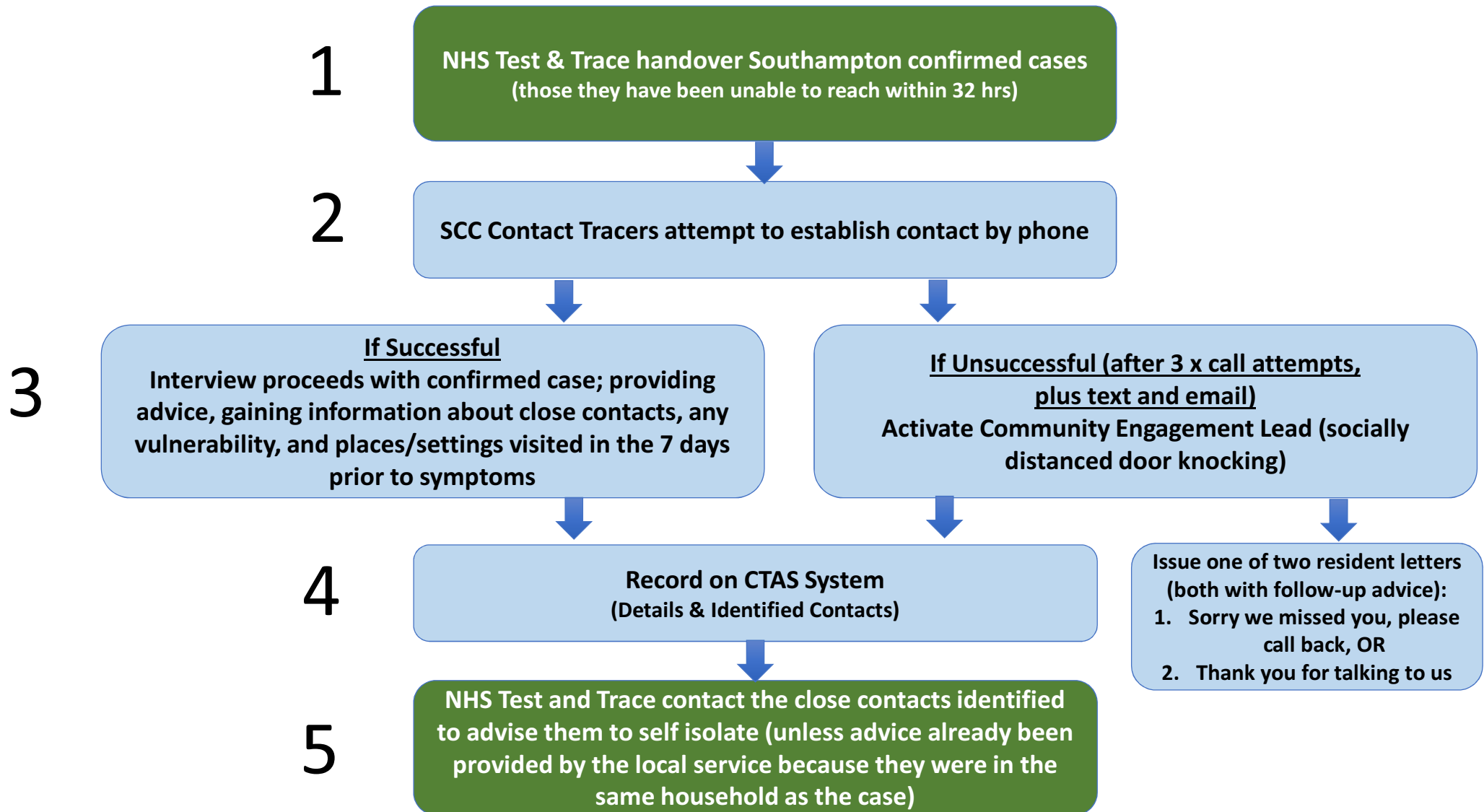
Contact by Southampton Test and Trace will initially be made by phone, text and email. Importantly, the local service uses an 023 number, which from the experience of other Local Authorities with local contact tracing services, residents are more likely to answer. Local Authorities are also in a good position to cross-check resident's contact details with Council Tax and electoral roll information where it is missing or incorrect, again helping to increase the number of residents contacted.

If contact by phone, email and text is unsuccessful, a SCC Community Engagement Lead will visit the resident's home to try and make contact. They will facilitate a socially distanced conversation on the doorstep, during which they will communicate key information, identify whether the resident is vulnerable (it is possible they could not have been responding because they are in difficulty), and ask the resident to contact a SCC call tracer by dialling the local number.

In this way Southampton's Test and Trace service augments the national Test and Trace service. Increasing the proportion of Southampton residents that are successfully contacted within as short a timeframe as possible is critical to the success of a Test and Trace system. By helping to identify residents in need of support and securing support for them, it also aims to protect those residents that are vulnerable.

Diagram showing interaction between services

Diagram showing how Southampton Test and Trace interacts with the national NHS Test and Trace service



Monitoring and evaluation

We monitor, evaluate, and review the Southampton Test and Trace service at regular intervals.

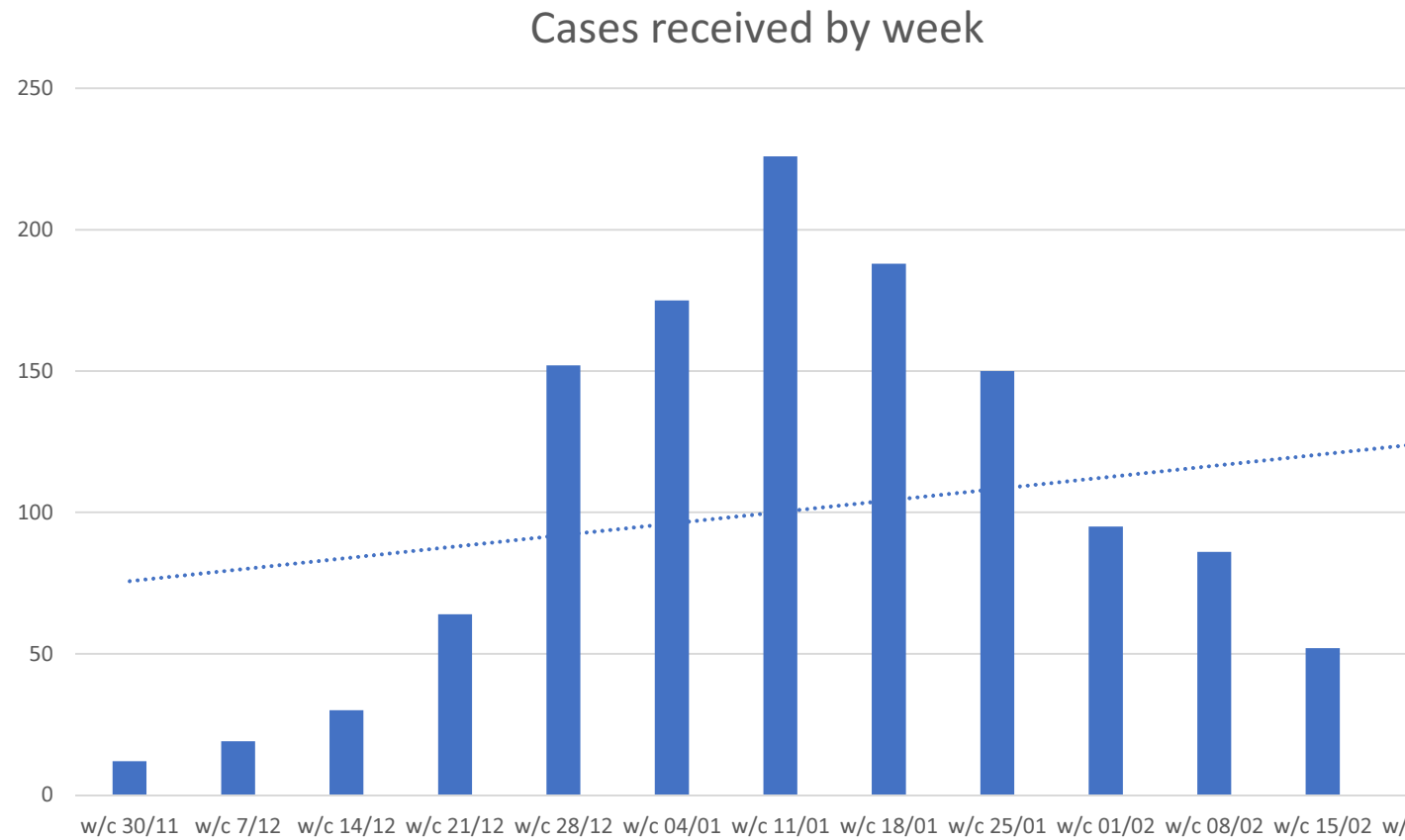
Data on successful and unsuccessful calls and contacts will help us to adapt and fine-tune the service to local need, and establish whether there are any geographic, community, or employment patterns that we need to target for preventative work.

The service will need to be responsive to demand. Demand will change in response to changing COVID-19 cases and rates, and national and local testing strategy i.e. asymptomatic testing of teaching and support staff will potentially increase demand.

Monitoring and evaluation – Number of positive cases referred to SCC

The number of positive cases received by SCC each week increased rapidly during December and early January before beginning to decline.

This trend illustrates the expansion of the pilot to cover additional wards in the city, and also reflects the national trend of the COVID-19 infection rate.



*The date range for the above is 30/11/2020 – 28/02/2021, as these are the whole weeks since the start of the pilot on the 3rd December 2020.

Monitoring and evaluation - Overall summary

Overall summary (03/12/2020 – 01/03/2021)

Total cases received from NHS T&T after 32 hrs (i.e. where the national team were unable to make contact)	1306
Total cases successfully contacted by ST&T (where case provided close contact details)	682
% of cases successfully contacted by ST&T (where case provided close contact details)	52.22%

NB. The above does not reflect all outcomes i.e. where we have made contact with a resident but they state that they have already provided details via the NHS Test and Trace service, and where they are complying.

- The majority of contacts made via a social distanced community engagement visit result in the provision of information and advice on self-isolating, close contacts, and information on where to go if support to self-isolate is needed. Only in exceptions is this not possible. Community engagement has also resulted in more “call backs” to the service and has proved an important part of the operational model.
- The vast majority of residents that we make contact with, when providing feedback, say that they pick up the phone because it is a local number and/or because we send them a text and email message from SCC asking them to call the local service.
- Additional benefits of the service, including use of different pathways and providing help to residents in accessing support to self-isolate.

Audit of ST&T service

An internal audit was conducted in January 2021 to review the Southampton Test and Trace Service.

Aims:

- Identify areas of good practice.
- Identify areas for further service development.
- Due to time constraints, this audit did not analyse all KPIs, such as the time between cases being passed over to ST&T and contact being made/cases closed.

Method:

- Analyse number of cases passed across to ST&T by the National Test and Trace team between 03/12/2020 and 13/01/2021. (During this period, ST&T covered approximately 2/3 of the population of Southampton.)
- Quantitative data collected from the NHS T&T system via line listings and the local ST&T dashboard.
- Qualitative data collected from the comments section of the local ST&T dashboard well as conversations with s

Key Recommendations:

- Upgrade local case management system to ensure it is user-friendly and that cases are prioritised correctly during busy periods.
- Give refresher training to ST&T Call Handlers to ensure consistent approach to data input, and that team are confident using pathways and escalating cases.
- Improve reporting system to ensure KPIs captured effectively.
- Repeat audit and include all KPIs.

Implementation of Audit Recommendations

1. New local case management system launched on 01 March 2021:
 - More user-friendly and accessible.
 - Tracks the lifecycle of a case referred to ST&T more closely, from start to finish.
 - Lists cases by self-isolation end date so easy to prioritise cases.
 - Uses the same definitions to close cases as CTAS.
 - Makes clear what local systems have been checked to verify case details.
 - Makes it possible to report accurately on KPI's.
 - Feedback currently being collected from ST&T Call Handlers.
2. Refresher training given to ST&T Call Handlers at beginning of every shift, w/c 01 March to ensure consistent approach to inputting data into local case management system
3. 1:1's arranged between Operational Manager and ST&T Call handlers to ensure team are confident using pathways and escalating cases appropriately.
4. New reporting requirements agreed and Power BI dashboard being prepared by the Data Team, to ensure collection of appropriate data and KPIs captured effectively. New system to go live asap.
5. Repeat audit to be scheduled after new reporting system in place, to include all KPIs.

Future direction of Test and Trace

Upcoming changes to NHS Test and Trace	What this means for Southampton Test and Trace
<p>New National Case Management system:</p> <ul style="list-style-type: none"> The NHS Test and Trace case management system (CTAS), will soon be replaced with a new system called ITS. This will be a pull system, as opposed to CTAS which is a push system. This means LA's can (and may be expected to) take on additional cases from NHS T&T or take cases on earlier (e.g. after 8 hours as opposed to 32 hours). 	<ul style="list-style-type: none"> Key decision on whether to accept cases sooner than current 32 hour delay – this would significantly increase the number of cases dealt with by ST&T. Training for SCC Call Handlers: <ul style="list-style-type: none"> The move from CTAS to ITS will mean that SCC Call Handlers will need to be trained to use the new national case management system.
<p>New Reporting Outcomes:</p> <ul style="list-style-type: none"> ITS will have different reporting outcomes to CTAS. DHSC will let us know what the reporting outcomes will be. 	<ul style="list-style-type: none"> Update Local Case Management system: <ul style="list-style-type: none"> The local case management/reporting system will need to be adapted to reflect the new reporting outcomes on ITS.
<p>Change in the process following the Variants of Concern (VOC):</p> <ul style="list-style-type: none"> Cases marked as VOC will go straight to NHS Test and Trace for follow up, as opposed to current model that includes an 8 hour delay. Option for VOC cases to be sent to LA T&T teams at the same time. 	<ul style="list-style-type: none"> Change in the process following the Variants of Concern (VOC): <ul style="list-style-type: none"> Cases marked as VOC can come straight to ST&T for follow up, as opposed to current model that includes a 32 hour delay. SCC can then escalate cases to PH Consultants to support contacting and risk assessment of case.
<p>Outbreak Identification and Rapid Response:</p> <ul style="list-style-type: none"> NHS Test and Trace are recommending all LA's begin using Power BI data from T&T services to track clusters/outbreaks and use information to inform our work. Having an LA representative/team to support cluster and outbreak management, and potentially take on new 'rapid response' accountabilities. 	<ul style="list-style-type: none"> Outbreak Identification and Rapid Response: <ul style="list-style-type: none"> SCC already using Power BI data from T&T services to track clusters/outbreaks and use information to inform our work. SCC Health Protection Team already supporting cluster and outbreak management, but new 'rapid response' accountabilities will require new, trained staff.

For more information about Southampton Test and Trace, see our website:
<https://www.southampton.gov.uk/coronavirus-COVID-19/COVID-19-testing/southampton-test-trace.aspx>

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