

Introduction

Good hygiene procedures and effective infection prevention and control are of paramount importance in protecting the health of people who use our services as well as upholding the reputation of primary care providers and, ultimately, our Practice.

The *Health and Social Care Act 2008 Code of Practice for Health and Adult Social Care on the Prevention and Control of Infections and Related Guidance* sets out the key activities that should be undertaken by all NHS organisations with respect to good practice.

North Street Medical Care understands that the processes of good infection control must be of a consistently high standard, and therefore require regular review, reflection and assessment to ensure they are both comprehensive and fit-for-purpose.

These processes are at the heart of all clinical and management activity within the Practice, with great consideration given to the environment in which the Practice operates and the range of services provided.

The Practice works in conjunction with Havering CCG and our local Health Protection Unit (HPU) North East and North Central London under the umbrella of the Health Protection Agency (HPA) to ensure effective communication and co-ordination of systems and processes to ensure that where infection can occur, there are policies, protocols and systems in-place to support prevention and control transmission.

Aims and Objectives

The aim of this policy is to detail the suite of individual infection control policies and protocols which form the basis of the Practice's operations with regard to the prevention and control of infection when providing services to its patients.

The policy also identifies those with responsibility for maintaining standards of infection control at the Practice, and for liaising with external bodies (including the CCG, Local Authority, HPA, NHS England and the wider community).

Additionally, this policy sets-out a timetable and required content for staff training, which includes regular review and updates.

Infection Control Team

The Practice's Infection Control Team has ultimate responsibility for ensuring that excellent infection control policies, protocols and systems are in-place, and that all staff understand their content and are properly trained to follow the rules and guidelines they establish.

However, each member of staff at the Practice has their own part to play in ensuring they rigorously follow the correct processes without supervision (see *Duties and Responsibilities of all Staff*, below).

The Practice Infection Control Team and colleagues comprises:

- Practice Infection Control Lead's Name: Susan Neal
- Practice Infection Control Nurse Lead's Name: Liz Haskew
- Local Authority Contact's Name: Inam Ramsahye 020 3688 1267
- North East & North Central London, 151 Buckingham Palace Road, London, SW1W 9SZ. Tel 020 78117100

Duties and Responsibilities of all Staff

The Practice employs standard operational precautions which underpin safe practice, protecting both staff and patients from infection.

Staff members at North Street Medical Care are aware that it is their own personal responsibility to apply standard precautions at all times and to all patients.

By using established policies, procedures and systems, and taking responsibility for their own actions, staff members at the Practice aim to consistently achieve the following:

- Optimum hand hygiene;
- Use PPE correctly and effectively;
- Handle and dispose of sharps safely;
- Handle and dispose of clinical waste safely;
- Manage blood and bodily fluids safely;
- Decontaminate equipment thoroughly;
- Create and maintain a clean clinical environment;
- Use indwelling devices appropriately;
- Prevent and manage accidents effectively;
- Provide good, clear communication with other healthcare workers, patients, visitors and external bodies;
- A high standard of training and education.

Infection Control Policies / Protocols

North Street Medical Care has created the following policies / protocols and uses them as a foundation for excellent infection control and prevention within the Practice environment and the wider community:

- Access to Occupational Health Protocol;
- Cleaning Plan;
- Clinical Waste Protocol;
- Contagious Illness Policy;
- Control of Substances Hazardous to Health (COSHH) Policy & Risk Assessments;
- Decontamination of Re-usable Instruments Policy;
- Decontamination Training Policy and Register;
- Disposable (Single Use) Instrument Policy;
- Hand Hygiene Policy and Audit;
- Hepatitis B Policy;
- Infection Control Biological Substances Incident Protocol;
- Infection Control Inspection Checklist;
- Infection Control Policy;
- Laundering of Linen, other Fabric Materials and Uniforms Policy;
- Local Laboratory Accreditation Statement – Outcome 8 – Criterion 8;
- Needlestick Injuries Policy;
- Patient Isolation Protocol;
- Personal Protective Equipment (PPE) Policy;
- Specimen Handling Protocol;
- Staff Screening and Immunisation Policy;

Training

The Practice has a policy of conducting a thorough programme of training on infection control as part of the staff induction process. This is led by the Practice Infection Control Team in association with other, carefully chosen, external bodies, including: Havering CCG and The National Skills Academy.

Training will cover the content of the Practice's infection control policies and protocols (see previous section).

Refresher training will be conducted annually, or more frequently - subject to the emergence of new thinking or legislation.

Review

This infection control policy and all other infection control-related policies and protocols will be reviewed at least once annually, or in-line with new thinking or legislation changes.

Where necessary, advice will be sought from the CCG, Local Authority, HPA, Public Health England and other relevant bodies during the review process to ensure that policies, protocols and systems are as up-to-date and comprehensive as possible.