

**CCG Accountable Officers and Primary Care Leads**  
**All GP Practices**  
**NHS Dental and Optometry practices**  
**Community Pharmacies**

East of England

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By email only

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Dear All

**Re: Guidance for primary care contractors on reducing risk of staff acquiring Covid-19 and the impacts on service delivery**

On 16 June 2020 I wrote to all primary care contractors providing guidance on reducing the risk of staff acquiring Covid-19. In order to plan for any impacts on service delivery, I would also like to remind all contractors to review their existing business continuity plans to make sure they are robust and are reflective and responsive to the circumstances you find yourselves in during the pandemic and beyond.

Your existing business continuity plans should already recognise the potential threats to your organisation and considers the impact they are very likely to have on day-to-day operations. Your plan should also set out concise and clear actions to mitigate these threats, putting in place a framework which allows key functions of the business to continue. The COVID-19 pandemic presents primary care with many unforeseen challenges due to its rapid spreading and global reach and we suggest that you should review, update, and refresh your plans to respond for the impact of COVID-19.

This is particularly important at this time as the demand for primary care services is increasing and NHS services must also plan for the eventuality of a second wave of the pandemic. NHS England and NHS Improvement has produced a management toolkit with examples for practices to consider in its [NHS England Business continuity toolkit](#).

We have provided a checklist to help contractors review their business continuity plans. This is not an exhaustive list and should be used as an aide for you to reflect on, and any additional elements required for your own organisation. The checklist is attached to the letter as an excel spreadsheet to allow local adaptation, as appropriate.

Do let me know if you have any further queries or questions.

Yours sincerely



Rachel Webb  
Director of Primary Care and Public Health

NHS England and NHS Improvement

