



Department  
of Health &  
Social Care

# Home Delivery Programme Pilot

**Pillar 2 National C19 testing programme**

17/04/2020

# Home Delivery Programme Pilot: Purpose

The National Testing Programme provides COVID-19 tests to frontline workers or symptomatic members of their household to support the NHS and other employers of frontline workers in maximising its workforce capacity during this unprecedented time.

## Why is the Government rolling out Home Testing for COVID-19?

The Secretary of State has been clear that he wants 100,000 frontline workers to be tested for COVID-19 per day by 30 April. An important element of this will be rolling out Home Testing, which the evidence suggests is safe, effective and convenient for those needing to self isolate.

The aim of the Home Delivery Pilots is to demonstrate the end-to-end process for the delivery and collection of multiple types of test kit from frontline workers home. These pilots are aimed to gradually ramp up in terms of volume of tests handled.

**The following slides overleaf will explain all of the steps required for the frontline worker during this process as well as answering template and testing FAQs.**



# Eligibility

## Who is eligible for testing?

It is critical that only eligible individuals are sent for COVID-19 testing. This is to ensure efficacy of the test itself, and to ensure that all tests are being used to help get frontline workers who are isolating back to work

Home testing is in particular targeted (but not exclusively) at frontline workers who cannot access a drive through test site for example due to lack of access to transport or remote locations.

## Self-isolating because frontline worker is symptomatic

In this instance the keyworker is the only eligible person in their household to receive a COVID-19 test. No other members of their household are eligible.

## Self-isolating because an adult (over 18) in their household is symptomatic, but the frontline worker is not

In this instance only the adult household member(s) of the keyworker is eligible to receive a COVID-19 test. It is that household member(s) whose data must be collected. The frontline worker will not receive a test. If more than one household member is symptomatic, but not the keyworker, then all household members should be tested.

## Self-isolating because a child (age 5-18) in their household member is symptomatic, but the frontline worker is not

In this instance, only the under 18 household member of the keyworker is eligible to receive a COVID-19 test. Because the household member is under 18 a parent or guardian must perform the test on the under 18 year old. Children under 5 are currently not eligible to be tested.

## Self-isolating for other reasons

If the keyworker is self-isolating for other reasons and is not themselves symptomatic, they are not eligible to be tested



# High Level pilot process

The summary process is shown below. Further step by step guidance is shown overleaf:

- frontline workers are nominated by their employers. Employers complete a manual booking form. A digital solution is being developed.
- As part of this we require the following information of the frontline worker:
  - First Name
  - Surname
  - National Insurance Number
  - Email Address
- The frontline worker will receive their invitation and instructions by email. Instructions on how to take their sample will be in their test kit
- Following the order of the home test kit, Amazon will deliver the test kit the following day
- This is a self-administered test, following which the Royal Mail courier service will collect the test kit from the Subject's home
- Test results will be delivered (estimated as 48-72 hours) by email direct to the person(s) who has undertaken a test from the test lab



# GDPR and Data Protection

- The DHSC privacy statement can be found here and contains any information you may need in relation to GDPR considerations: <https://www.gov.uk/government/publications/coronavirus-covid-19-testing-privacy-information/testing-for-coronavirus-privacy-information>
- We expect employers to check with their employee's that they are happy for the employer to share their information with the DHSC before sending this information to us.
- For the Home Test pilot, this information will be shared with:
  - Deloitte (for collating and sending to NHS Digital).
  - NHS digital for uploading onto the portal
- Once the individual has uploaded their address details into the NHS digital portal, this information will be shared with:
  - Amazon who will arrange for the home delivery of the test
  - Royal Mail who will arrange to pick up the test



# Step-by-Step pilot process

**Step 1:** The submission template contains the required fields to be populated for each frontline worker put forward for home testing. The template is password encrypted and passwords cannot be shared on the same mode as the template.

**Step 2:** The designated organisation lead must provide their email address in order to be granted permission to upload to the Home Testing Folder on ShareFile.

**Step 3:** Once you have access to the Home Testing template. The frontline worker is required to provide the following details:

- First name;
- Last name;
- National Insurance number (The frontline worker's national insurance number must be provided as it is the only unique identifier for the system to send an invitation link) and;
- Email address (The frontline worker's email address is required for the invitations, instructions and test results to be sent to. This can be your work or personal but an email that the frontline worker can access from place of self-isolation)

**\*ALL fields must be completed.**

**Step 4:** Ensure the frontline worker's national insurance number is filled out in the correct format:

- There should be two prefix letters, six digits and one suffix letter. The example used is typically QQ123456C.
- Neither of the first two letters can be D, F, I, Q, U or V.
- There should not be any special characters. ?, !, & . are not allowed
- There should not be any blank or unknown entries
- All in uppercase



# Step-by-Step pilot process

**Step 5:** Once the template has been populated, the designated organisation lead will upload the submission to ShareFile. All submissions must be uploaded to the **ShareFile Home Testing** folder no later than **2pm** on a daily basis. Please change the date for each **daily submission** (should you have more) into the title of the spreadsheet, and ensure that **'insert name of organisation-Home testing dd/mm/yy'** is in the title of the template.

**Step 6:** We will submit your details on the same day that you upload your submission and you will receive an email from NHS X at 8am the following day. The email will contain an invitation to an online portal which will allow the frontline worker to order the required number of kits for themselves and/ or their family member(s).

5 kits can be ordered per household however, test kits should only be ordered for people who are presenting Coronavirus symptoms and are self-isolating. Please note, the kits must **not** be used on children under the age of 5 (please refer to the FAQ's at the end of the pack for further information).

**Step 7:** Following the order of the home test kit(s), Amazon will deliver the test kit(s) within 24 hours.

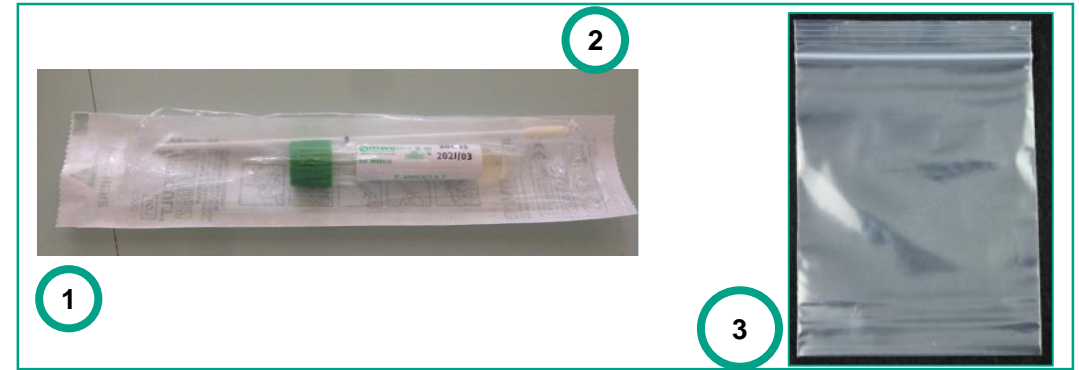
**Step 8:** As soon as you receive your test kit, and before using your test kit, please visit the link that will be included in your email invitation to register your kit and schedule your courier collection service with Royal Mail. The Royal Mail collection of the swab **must** be scheduled to pickup between 0800-1600 the day after Amazon delivery.

**Step 9:** On the day of the delivery you should carry-out the self-administered test. Please take your sample after 9pm the day before your collection or before 7am on your scheduled collection day. All details of how to take the test are included in the Instructions enclosed in your test kit. **The slide overleaf will give you an indication of the tools that will be included in your delivery.**



# Step-by-Step pilot process

- **Testing Kit will include:**
  1. One Swab
  2. Plastic Vial (inc media)
  3. Plastic Bag
  
- **Sample Return Packaging:**
  4. Super Absorbent Sheet
  5. 95kPa Pouch
  6. Rigid Outer Box
  7. Tamper Evident Security Seal
  
- **Kit Peripherals:**
  8. 4 x Barcodes





# Step-by-Step pilot process

**Step 10:** Once you have used the test kit, use the packaging included in the kit to seal the package and attach the enclosed return label. All Packaging Instructions are enclosed in your test kit.

**Step 11:** Royal Mail will collect the swab from your home at the time you scheduled between 0800-1600. ALL household samples must be ready at the same time and you **MUST** wait at home for your collection. In order to observe the social distancing rules in place, when the courier arrives they will knock on the door and then move at least 2 meters away. When they have moved away, please open your door, place the packaged test kit outside your door, and close the door. The courier will collect the package, return it quickly and efficiently back to the laboratory.

**Step 12:** The frontline worker will receive an email with the test results within 48-72 hours of Royal Mail picking up the sample. The results will be sent to the email address the frontline worker provided in the application.



# Template Completion FAQs



# Template Completion FAQs

01

**What information do I need to provide on the spreadsheet?** – Please ensure that the following fields are completed on the template:

- First name;
- Last name;
- National Insurance number; and
- Email address (work or personal but an email that the frontline worker can access from place of self -isolation).

02

**Who's details am I submitting?** – The details of the frontline worker. The frontline worker is responsible for ordering the number of kits required for themselves and/ or their family members.

03

**How should I fill out my national insurance number?** – National Insurance numbers should be filled out as follows:

- Two prefix letters, six digits and one suffix letter. The example used is typically QQ123456C.
- Neither of the first two letters can be D, F, I, Q, U or V
- There are no special characters. ?, !, & . These are not allowed
- There should be no entries as “unknown”
- They should all be uppercase / capital letters

04

**Why do I need to submit my national insurance number and email address?** –

- The frontline worker's national insurance number must be provided as it is the only unique identifier for the system to send an invitation link.
- The frontline worker's email address is required for the invitations, instructions and test results to be sent to.

05

**When is the deadline for submissions?** - all submissions must be uploaded to the ShareFile Home Testing folder no later than **2pm** on a daily basis.

06

**In what format should I upload the submission?** -

Please change the date for each daily submission (should you have more) into the title of the spreadsheet, and ensure that '[**Organisation Name**]-Home testing [dd/mm/yy]' is in the title of the template.



# Testing FAQs



# Testing FAQs

01

**What is the purpose of being tested? –**

Getting tested is important to understand if you, or a member of your household, have COVID-19, so that you will know what steps to take to look after yourself, protect others and know if you are fit and well to return to work (isolation).

02

**How often can we submit our admissions to SharePoint? –**

Daily until there is a digital solution.

03

**Is this service available 7 days a week and can we submit over the weekend? –**

Yes.

04

**What is the expected capacity in the next week ahead? –**

The aim is to get to 30,000 tests per day over the next few weeks.

05

**Can the test be performed on Children? –**

The test cannot be performed on children under the age of 5 as they have smaller nostrils a standard swab is inappropriate as it will not easily fit without causing discomfort. Over 5's- Under 12's: Should not be swabbing themselves and should have the swab administered by a parent/guardian regardless of the testing setting. Over 12's – Under 18's: May elect to swab themselves under parental guidance or be swabbed by their parent or guardian or have an administered swab taken

06

**When will a frontline worker receive their email invitation? –**

After we have submitted your details you will receive an email invitation from NHS X at 8am the following day.



# Testing FAQs

07

**When can a frontline worker place my order? –**  
Once you receive your email invitation and instructions the ordering portal will be open from 0800-1600 every day. If you haven't placed your order you will receive another reminder the following day.

08

**How many kits can a frontline worker order for one household? –**  
5 kits can be ordered per household if required. Test Kits should only be ordered for people who are presenting Coronavirus symptoms and are self-isolating

09

**When would the delivery of the kit happen? -**  
frontline workers will be notified when the portal is open to order kits. Once the frontline worker has placed their order, Amazon will drop off their test kit(s) within 24 hours if orders are made before 13:30.

10

**When will the collection of the swab happen?**  
In the email invitation the frontline worker will need to schedule a time slot for the Royal mail courier to pick the test up from the frontline worker's house for the day after they have received the kit. They must be at their home when collection happens. The Royal Mail collection of the swab must be scheduled to pickup between 0800-1600 the day after Amazon delivery. ALL household samples must be ready at the same time.

11

**Is Home Testing for COVID-19 safe/effective?**  
International peer-reviewed evidence suggests that self swabbing is just as effective at securing a valid sample as clinician-administered testing.

12

**While self-swabbing might work for NHS workers, what about for other non-health frontline workers, will they be skilled enough to do it? -**  
Evidence suggests that those with no clinical background or training should be completely able to secure an effective sample.



# Testing FAQs

13

## **What will the test tell me? –**

The test will confirm if an individual who is showing symptoms of the disease actually has it. It will not confirm whether they have had it and have now recovered.

14

## **How long do results take to come back?**

The frontline worker will receive an email with the test results within 48-72 hours of Royal Mail picking up the sample. The results will be sent to the email address the frontline worker provided in the application. This can be a work or personal email address that the frontline worker can access from place of self –isolation.

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## **Will Amazon have access to my health data / results?**

No. Amazon's only role is to use their world class logistics system to help deliver the tests to peoples' homes. They will not have access to any health or results data as part of this.

