

ADAPTIONS TO IRIS DURING COVID 19



Clinicians

Due to COVID 19, we know that there are less patients visiting GP practices and the majority of consultations are now being carried out via telephone or video.

IRISi have developed GP guidance on how to conduct safe telephone and video consultations for all patients, but with emphasis on those where home may not be a safe place and are known to be at risk of DVA, they may be experiencing months of self-isolation with an abuser(s) and they no longer have the route to safety, namely the GP surgery.

Training

IRIS training for clinicians prior to COVID 19 was carried out within GP practices or allocated training rooms. Currently, and for the foreseeable future, it is not possible to deliver training this way. IRISi have adapted all training to enable delivery by webinar. All practice staff are still able to access specialist IRIS training in DVA and are given the tools to ask about, and respond to, disclosures of DVA within both a virtual and face to face setting. The simple and direct referral routes for patients who would like DVA support and guidance remain available. The newly adapted training has been sent out to all Advocate Educators, and support is available from IRISi Regional Managers if there are any concerns regarding delivery of the webinars.

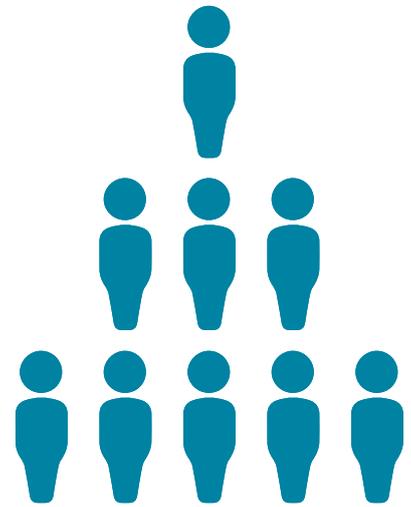


Advocate Educators and Clinical Leads (AE and CL)

Due to COVID 19 the roles of AEs and CLs have been changeable and IRISi have provided regular support to enable the roles to be adaptive and responsive to the fast changing and evolving landscape. IRISi have provided Guidance for Advocate Educators on how to engage with practices and how to ensure contact is effective at a time when they are overwhelmed with various communications. The guidance supports AEs to take the necessary steps to remind their local practices that the IRIS service is still available and to encourage regular consultation with clinicians to enable them to better support patients who maybe experiencing DVA.

New Advocate Educators and Clinical Leads (AEs and CLs)

Pre-COVID, 19 all new AEs and CLs would attend a 3-day induction programme delivered by Regional Managers from IRISi; the Training for Trainers course (T4T). The training would normally take place at various areas within the UK but in current COVID 19 times it is not possible to deliver T4T face to face. IRISi have adapted the T4T course so it is available via a series of webinar workshops. This enables new members of IRIS teams to have the necessary context and history of IRIS and essential training knowledge and skills to deliver IRIS training via webinar to practices in their area. New members of staff can continue to train practices, accept referrals and, most essentially, support patients.



During COVID 19 there has been an increase in people accessing DVA helplines and an increase in Domestic Homicides. IRISi have been able to successfully adapt delivery of their programme to continue offering DVA intervention and to enable local IRIS teams to support patients during this challenging time.