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## Pharmacy Lateral Flow Testing FAQ

### General

#### What is the testing technology being used?

Lateral Flow Technology (LFD), a point of care antigen test which uses a throat and/or nasal swab sample. An antigen test looks for parts of the surface of the virus (antigen) collected via nose and throat swabs and saliva samples. Lateral Flow Technology does not require a lab setting as samples are processed on-site. LFD can therefore be rapidly deployed across multiple locations.

#### What type of test will we be using?

The test being used is the Innova SARS-CoV-2 Antigen Rapid Qualitative Test. It uses a swab which has been in contact with the back of the throat and the nostril of the person being tested.

#### How should the LFDs be stored?

The test cartridge and extraction solution should be stored at ambient temperature (2-30 degrees Centigrade). The reagents and devices must be at room temperature (15-30 degrees centigrade) when used for testing.

#### How frequently should people be tested?

Latest Government advice is to test twice weekly.

#### Is testing our patients/customers safe for staff?

Yes, these tests are provided to asymptomatic people. When a patient comes to the pharmacy for a LFT they are confined to the consultation room/testing area and everything they come into contact with is discarded and/or sanitised. All staff involved in carrying out LFT must wear full PPE.

#### How long will the person be in the pharmacy for?

A maximum of 10 minutes. The longest part of the process is whilst the patient registers on the government test and trace site. Some pharmacies provide the registration card, patient barcode and pharmacy site code and ask the patient to register outside of the pharmacy.

#### Is my Pharmacy fit to offer this service?

Ideally, you would use the consultation room for testing, as this maintains privacy for the patient taking the test. Ensure there is adequate ventilation and maintain social distancing. Clean the area, equipment, and all surfaces before and after each test.

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### **What PPE do we need to wear?**

You should wear disposable gloves, a disposable plastic apron, a fluid-resistant surgical mask and eye protection.

### **Should vaccinated people be tested?**

Yes, people should continue to be tested after they have been vaccinated. The vaccine will induce an immune response, but this will not affect the Lateral Flow Test.

## **Training**

### **What Training is available?**

There is an online training platform which is to be used across the tester workforce in the United Kingdom. The online training is for individuals to use the Lateral Flow Device (LFD) deployed by NHS Test and Trace.

### **Do clinical professionals, need to complete the training?**

Yes, anyone processing LFD devices / samples will have to complete the modules assigned to their given role. All the training is online and is accessed by going to:

<https://go.tessello.co.uk/TestDeviceTraining>

### **Can I organise my own training?**

No. All training has been developed in line with Clinical Standard Operating Procedures and is regularly updated to ensure that the training is accurate and consistent.

### **Are there other training materials/reference documents to support the online training?**

Yes, there are several written resources which can be downloaded and accessed offline for reference.

### **How much does the training cost?**

The training is a DHSC resource and is free to access.

### **What e-mail do I use?**

Please use your work e-mail to register on the platform.

### **How do I use the training on my phone?**

You can use a PC, laptop, tablet or phone to do the training.

## Logging In to Training

### How do I access it?

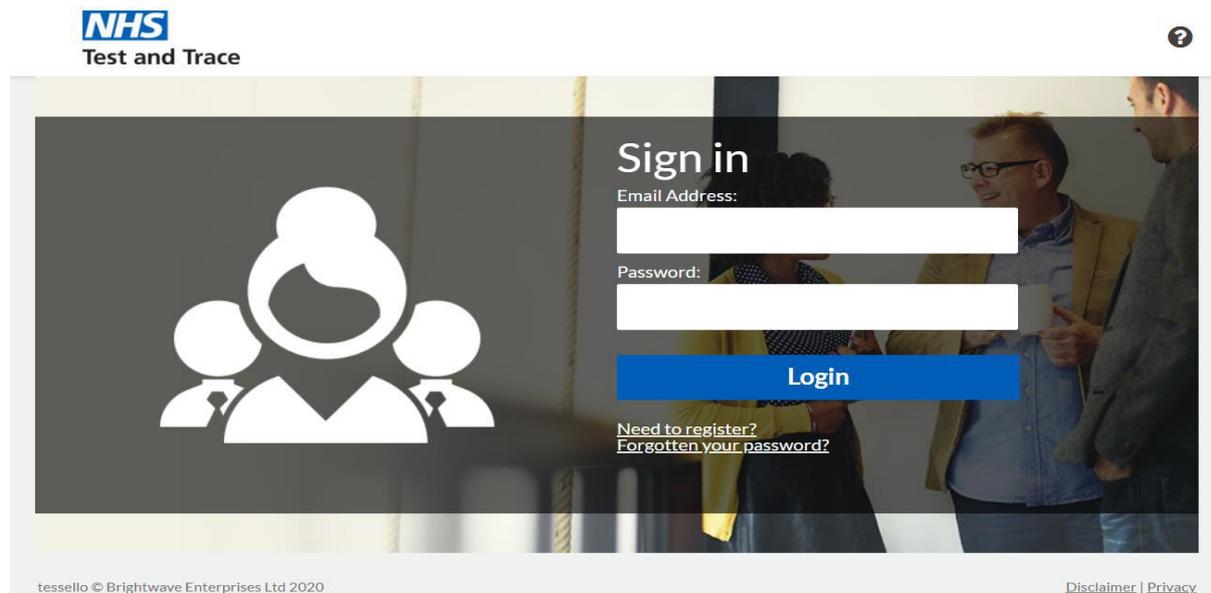
The training is hosted online you will be provided with the link and token to access the training.

### What if I can't log in to the training?

Any person who is not able to log in should check if they have the correct login details, queries should be directed to – [Judith@avonhealthcareservices.co.uk](mailto:Judith@avonhealthcareservices.co.uk)

### How do I log in?

You will need to use your email address that the token password was sent to. Enter your e-mail in the e-mail address box and the token password in the password box underneath it.



## Passwords

### I haven't had a password sent to me?

Check your e-mail for the Test and Trace Training platform link from [testertraining@dhsc.gov.uk](mailto:testertraining@dhsc.gov.uk) Also check your junk and spam folders because e-mails may go there sometimes.

### Where's my new password?

The e-mail from Test and Trace will have a token password that you will need to change to a new one you remember. The new password will be used to log in from now on.

### **I've forgotten my password?**

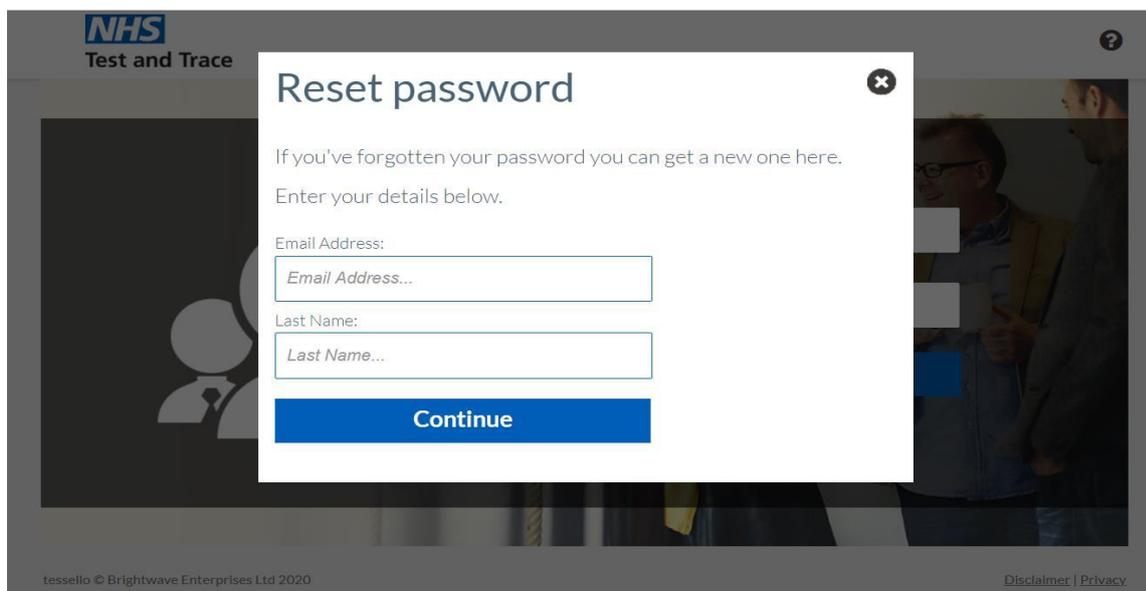
If you can't remember your new password, please click on the 'Forgotten your password' link and follow the instructions.

### **The token is not recognised to my e-mail address. Is there any way of sending another token?**

The token password is case sensitive so make sure it's entered EXACTLY as sent in the e-mail to you. Try re-entering the token, making sure there are no spaces at the end.

### **How do I reset my password?**

Complete the boxes with your e-mail address and Last Name, and your password will be reset. This may take a few minutes before you get a replacement from [testertraining@dhsc.gov.uk](mailto:testertraining@dhsc.gov.uk). Make sure to check your spam and junk folders if it's not received after a few hours.

A screenshot of the NHS Test and Trace 'Reset password' dialog box. The dialog box is white with a blue 'Continue' button. It contains the following text: 'Reset password', 'If you've forgotten your password you can get a new one here.', 'Enter your details below.', 'Email Address:', 'Email Address...', 'Last Name:', 'Last Name...', and 'Continue'. The background shows the NHS Test and Trace interface with a blurred image of people. At the bottom left, it says 'tessello © Brightwave Enterprises Ltd 2020' and at the bottom right, it says 'Disclaimer | Privacy'.

## Using the Training

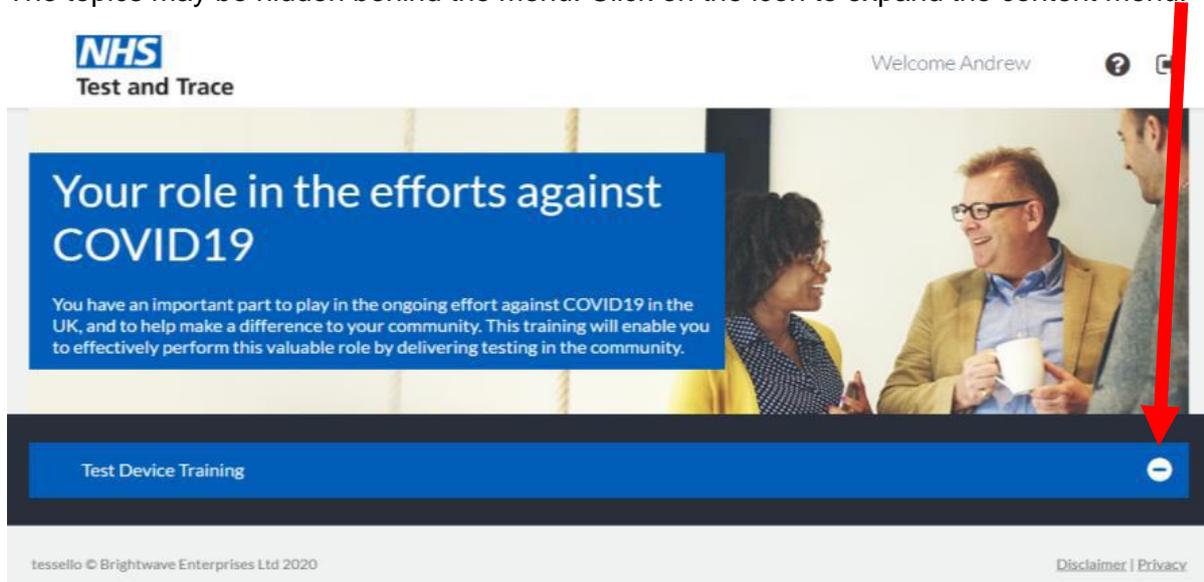
### How do I access the training?

Once you have logged in, you will see a range of topics. Click or tap on the topic to access that piece of learning and assessment.



### I can't see the topics?

The topics may be hidden behind the menu. Click on the icon to expand the content menu.



### How long does the training take?

This will depend how many modules need to be taken which is linked to the role a person is doing. Each module takes approx. 15mins; That's 10mins reading and viewing and 5 mins assessment. Each module contains 2 sections,

- 1) Information and guidance consisting of written text and videos and,
- 2) Assessment via multiple choice questions.

### Do I have to do it in order?

You need to do the topics that are relevant for the roles you're performing as part of the testing team. You can complete all the topics in any order, but the sequence on the content screen is recommended.

### Can I redo the training?

Yes, you can access the training at any time, even if you've finished the module.

### Can I skip sections?

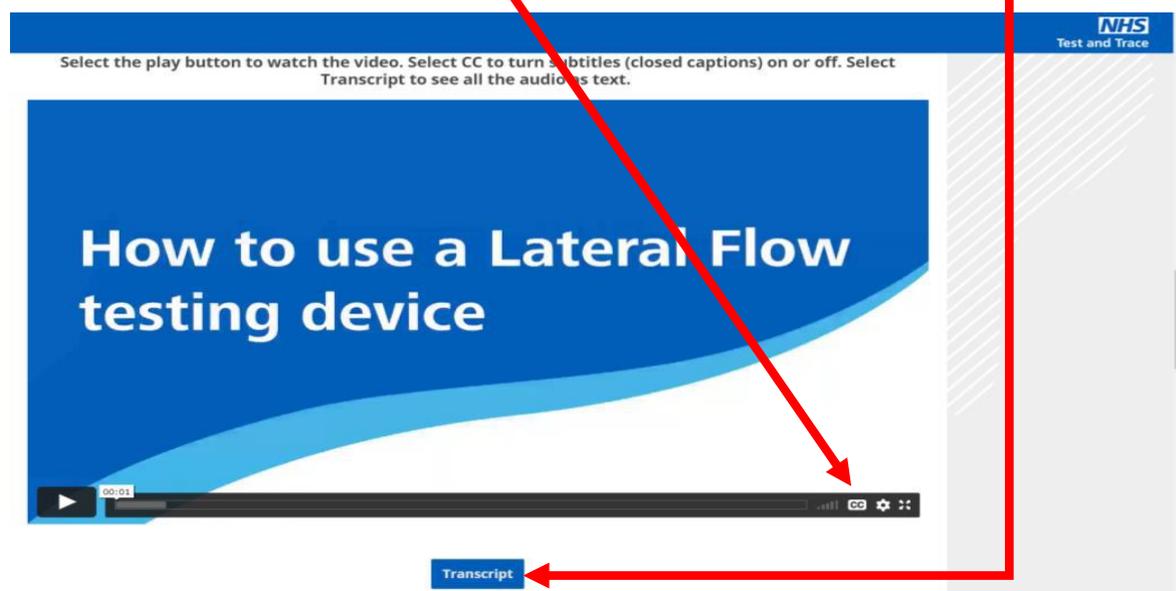
You need to do all the sections that are relevant to the role you're performing as part of the testing team. If you haven't completed a section –including the assessment -you may not be able to enter the test site for practical training.

### Is the training up to date?

The training is updated regularly but there should be no need to repeat the training. If the last date when the training was taken is significant or when your role has changed since last training date, it is recommended redoing the training.

### I can't hear the videos?

Check the settings on your device to make sure the video isn't muted. If the volume is too low, you can increase the sound by clicking on the volume control in the video. You can also watch subtitles by clicking on the CC icon. You can also click on the Transcript button to see the audio as text.



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## **Taking the Assessments**

### **Why do I have to take assessments?**

The online training platform is designed to help train people to safely process samples. To be sure that everyone is safe, you need to take and pass the assessments. You can retake each module if you do not achieve a pass on each section.

### **I keep getting one answer wrong, even though I have tried all the combinations of answers?**

Check the questions fully; Some questions require more than one answer.

### **What if I fail?**

You can retake each module if you do not achieve a pass on each section.

### **How many goes do I get to pass?**

There is no limit to the number of attempts you can make.

### **How do I save my assessment?**

After you score 100% in each assessment, you can download a certificate to prove you've passed. If you are unable to download the certificate, you can take a screenshot confirming you scored 100%.

### **Where's my certificate?**

If you exited the training without downloading a certificate, you will need to redo the assessment again.

### **Do I have to print the certificate?**

Your pharmacy must be able to show that all Test Operatives have completed the training and therefore you must check with your manager/pharmacist how they want to keep the record of your successful completion of all the required training. If they need a hard copy, send it to them from your device in the usual manner.

## **General**

### **What should I tell people who ask about their results?**

Please tell them a text/email will be sent to them to inform them of their results. If they test positive, they must isolate and follow the government rules. Please remind them to not come back to the test centre.

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### **Can someone who hasn't got a mobile phone get a test?**

Yes, the Registration Assistant can support them to register however they will need to have with them a mobile number or email of a trusted person to allow them to register

### **How do I support someone self-swabbing with nose piercings?**

If the subject has one piercing, they should use the non-pierced nostril. If they have two piercings or a septum piercing, please ask them to remove from at least one nostril, and then use this nostril to self-swab.

### **Why are there so many barcode stickers?**

Barcode 1 -For the Participant to stick onto their test registration card.  
Barcode 2 -For the sample Processing Operative to stick onto the Participant's LFD.  
Barcode 3 or 4 -Spare barcodes in case the other barcodes are damaged (unused barcodes must be discarded –**they must not be reused**)

### **Can I start another test whilst waiting for the results of the previous test?**

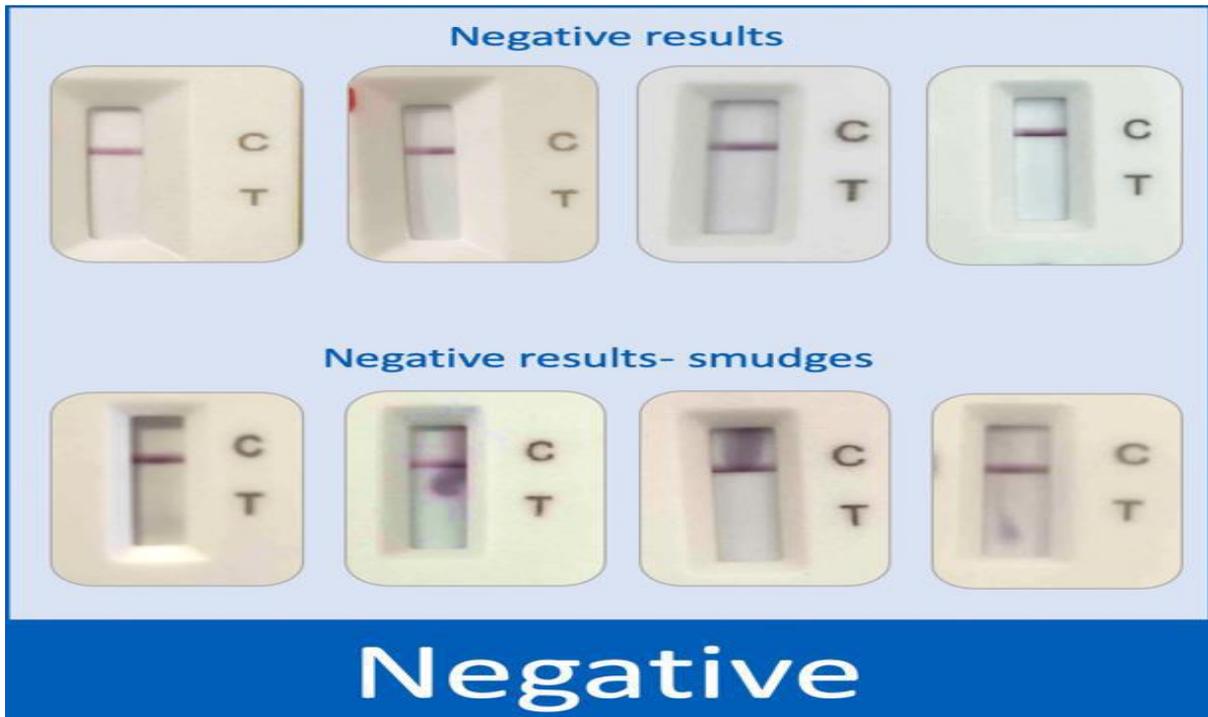
Yes, you can start another test. However, it is vital that all tests are checked and recorded at 30 minutes and no longer or the test will be void.

### **What do I do if the barcode doesn't scan?**

You can enter the barcode manually.

### **How can I be sure of the test result?**

If you're not sure if a test is positive, negative, or invalid, check the images below:



**What happens if the test is void?**

The participant will be asked to come back and re-take the test.

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**What if the test looks negative at 30 minutes but then appears positive after that?**

You can record positive results after 20 minutes and before 30 minutes. If a positive result appears after 30 minutes, you should not record it as positive. You must record negative results at 30 minutes and not before. Discard the test after 30 minutes, do not look at the cartridge after this time.

**How are the tests disposed of? Who pays for clinical waste?**

Waste can be disposed of into a healthcare waste bin (yellow or tiger) bag. Please ensure it is double bagged, filled only to  $\frac{3}{4}$  capacity, tied tightly and sealed closed.

**How does our pharmacy manage positive cases? Do we need to close? Do we need to deep clean?**

Positive results should be treated in the same way as negative results - all disposable waste and PPE removed and discarded, all equipment and work surfaces should be cleaned before and after each patient. You will not need to close or self-isolate.

**How do we promote the service?**

We are working with Local Authorities to support advertising. This may be through Council websites and social media platforms, a social media campaign or posters. You can advertise the service yourselves via posters and your own social media accounts/websites but please ensure patients you test live or work in the Local Authority you are working under.

**Where do we order more testing kits from?**

Your pharmacy will have been sent a form that should be used to reorder more tests. The form is also available on AHS's website. The LPC will arrange volunteers to deliver the tests to your pharmacy. Please ensure that you reorder when you have 2 weeks of tests left.

**What does the patient do if they don't receive their results via text/email?**

Please make sure the patient keeps their registration card with barcode number on. If they don't receive their results after two hours, they can call 119, give their barcode number and will be provided with their result.

**Can testing operatives give results out directly to the patient?**

Yes, but they should still receive their results through the formal route via gov.uk test and trace.

**Do patients have to book /can staff refer patients themselves/can they accept walk-ins?**

You can accept walk-ins if you have the capacity to do so. We haven't advertised as a walk-in service as this could be hard for you to manage in your pharmacy.

**In the case of people needing to have swabs taken, are non-Clinical people with the correct training able to supervise this?**

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This does not have to be a registered medical professional, it just has to be someone who has gone through the online training and understands the process. Note that they are only able to provide guidance on how to conduct the self-swabbing, and not provide any clinical intervention.

**Who sees the test results?**

Subjects will receive their results by email and/or text message. A copy of the result will be sent to the individual's G.P. Positive results are also sent to Public Health England (in England),

**Will the person processing the results know the personal details of the person receiving the results?**

No, the results are processed using a barcode which relates to the individual tested and the person processing the results does not have any access to personal details.

**What is the difference between a bar code and a QR code?**

QR codes are used by individuals as part of the registration process. Bar codes are used by the testing team to ensure the correct results are given to the person being tested.

**Any other queries should be directed to [judith@avonhealthcareservices.co.uk](mailto:judith@avonhealthcareservices.co.uk)**