

Update on what the NHS in Norfolk and Waveney is doing to respond to coronavirus (4 May 2020)

Coronavirus testing

- There are different testing arrangements in place for key workers and members of the public:
 - **Key workers** (including NHS, care home staff, teachers etc) can use both our dedicated local arrangements or the national booking system. The local arrangements and the national system offer appointments in different places.
 - **Members of the public** (not key workers) who are eligible according to the latest government criteria should use the national booking system.

Key workers

- All key workers are invited to apply for testing, if eligible, at one of three sites in Norfolk and Waveney. These are at:
 - The Centrum centre, close to the Norfolk and Norwich University Hospital (NNUH)
 - The Queen Elizabeth Hospital, King's Lynn (QEHL)
 - The James Paget University Hospital (JPUH) in Gorleston.
- The service is by appointment only. Appointments for these locations cannot be booked using the national portal, they must be booked using our local system:
 - **NHS acute hospital staff:** Use your organisation's existing booking arrangements.
 - **All other NHS employees:** Email NHScovidtesting@nuh.nhs.uk.
 - **All other essential workers, including care home staff:** Ask your employer/line manager to email NorfolkRegistercovidtesting@nuh.nhs.uk with their name, job title and contact number. The registration team will contact them to register your organisation so you can then book an appointment. Your employer will be given a unique reference number and the contact details for your triage.
- If you choose to book via the [national booking system](#), you will be directed to centres at Ipswich, Peterborough or Stansted, or a mobile testing centre if available.

Members of the public

- Members of the public who are not key workers must book using the [national booking system](#). You will be offered a choice of a home testing kit or travelling to a regional testing centre. The nearest regional testing centres are at Ipswich, Peterborough and Stansted. From time to time, mobile testing centres are also being set up and appointments for these will be shown on the national booking system when available.

Personal Protective Equipment (PPE) for health and care professionals

- Our main NHS Trusts, including our hospitals, continue to report adequate stock of PPE. Local businesses continue to innovate and are changing what they do to manufacture PPE, and we're working with them to coordinate this.
- All providers of health services have been asked to source supplies from their normal supply routes where possible. Locally sourced PPE that the CCG obtains, for example from local businesses, is being used to top up GP practices and other smaller providers of health services, as required, on a regular basis. The CCG has set up a dedicated team to manage this (see photo) and Norwich City FC Community Sports Foundation is supporting the CCG with the delivery of PPE to GP practices, emergency dentists, ophthalmologists, pharmacies, community mental health services (excluding NSFT), patient transport and palliative care.



How GP services and primary care are changing how they work to care patients

Support for high-risk patients

- Over the last few weeks, the CCG has written to about 35,000 patients in Norfolk and Waveney who are at higher risk of developing complications from coronavirus, asking them to confirm every day that they are well and their conditions are under control.
- The project is making a difference. As of April 27, 2020:
 - 176 people have told us they symptoms of coronavirus and they have all been followed up by clinicians.
 - 166 people have told us they have other clinical needs and they too have been followed up by clinicians.
 - 285 people have told us they need support with their medications and these people have been contacted and support provided.
 - 635 people have told us they have non-clinical needs, such as not having enough food, and these people have been contacted by council colleagues.
- GPs say patients have been appreciative of the calls:
 - “The patients and carers I spoke to today were hugely appreciative of the call. I was able to give them reassurance as to the efforts being undertaken and all of them found that of great comfort.”
 - “The Covid Protect search picked up a lady who had not been found on the central search, she had received a kidney transplant and was pregnant. She was not aware that she should be shielding and was added to the list/ sent the shielding letter.”
 - “A 60-year-old picked up (via the daily check in process by the practice manager) with symptoms. Contacted proactively by the practice. Was becoming increasingly unwell and was admitted to hospital by ambulance.”

The NHS is here to help you

- People are being reminded that they can still contact their GP, 111 online or call 111 for help. If you are told to go to hospital, you must go. If you have cancer, you should talk to you doctor about the benefits of starting or continuing your cancer treatment against the increased risks of contracting coronavirus. And if you notice something out of the ordinary, tell your GP. Chances are it's nothing serious, but finding it early makes it more treatable.



- The government has announced that hospitals in England are going to be beginning to restore some services that have been put on hold due to the coronavirus pandemic. This will be a locally driven approach, system-by-system, and we are planning our approach in Norfolk and Waveney. The principle is that the most urgent treatment should be brought back first and that it needs to be done according to local demands on the system.
- Two major building projects at the Norfolk and Norwich University Hospitals Trust are on track to take their first patients as early as June. Construction work on the £14m 100-bed new ward block and the £7m Interventional Radiology Unit (IRU) have been progressing while implementing all the

government advice on keep the workers safe. The IRU will aid the restoration of health services and have a significant part to play in reducing waiting times for people.

James Paget Hospital trialling new treatments for COVID-19

- The James Paget University Hospital (JPUH) in Gorleston is taking part in the NHS National Institute of Health Research's (NIHR) 'RECOVERY' trial into four drugs that are being studied to see if they help treat patients diagnosed with COVID-19.
- As part of the RECOVERY trial, JPUH are researching four key drugs, including ones that typically treat malaria and HIV, to see how they may help fight COVID-19.
- Patients from the JPUH are among more than 8,000 nationally taking part in the trial, funded by NIHR as one of a growing number of COVID-19 studies taking place to help future treatment of COVID-19 patients.
- A multi-disciplinary team of consultants, critical care staff and research nurses led by Professor Ben Burton are behind the hospital's RECOVERY trials, which are coordinated by researchers from Oxford University's Nuffield Department of Population Health and the University of Warwick.

How mental health services are supporting people

Support for people experiencing mental health difficulties

- Inpatients receiving care from NSFT are being given tablets so that they can keep in touch with loved ones during the coronavirus pandemic. The Trust has issued around 50 Samsung tablets to service users in inpatient wards across Norfolk and Suffolk to help them stay connected via video calls with family members, friends and carers who are unable to visit.
- As a reminder:
 - NSFT has launched a 24/7 helpline offering immediate support for people experiencing mental health difficulties during the coronavirus pandemic. The freephone service, called First Response, is staffed by mental health professionals from the Trust. It provides reassurance, self-help advice, support and signposting designed to avoid the need for people to attend hospital, except in the case of a medical emergency. First Response is available on 0808 196 3494.
 - We have created one place where people can find out how to access mental health advice and support for 0-25's locally: www.justonenorfolk.nhs.uk/mentalhealth. On the website people can find out how they can get advice and support without the need for a referral.

People's experience of care

- Healthwatch in Norfolk and in Suffolk are asking for people to share their experience of accessing information, care and support during the coronavirus outbreak. People are being asked to complete a survey which can be found at www.healthwatchnorfolk.co.uk/hwn-covid-19-survey, or <https://healthwatchesuffolk.co.uk/news/covidsurvey>.