

Update on what the NHS in Norfolk and Waveney is doing to respond to coronavirus (22 July 2020)

Thank you

- Local NHS and care organisations want to publically thank our partner organisations and the many local voluntary organisations, community groups and social enterprises, for everything they are doing in response to the pandemic.
- We are still very much in the middle of managing a major incident, the likes of which none of us have worked through before. But reflecting on the past few months, it's clear we should all be really proud of how we have worked together as a health and care system.
- We are not out of the woods though, in fact this is just as much an urgent situation as it was in March and April. The NHS remains in a "Level Four Incident", with a national command and control structure in place to guide our response. Likewise, social care, public health and wider council teams continue to be focused on the day-to-day management of the situation and providing care and support to those that need it.

Investment in mental health services

- We are planning for a significant increase in demand for mental health services as a result of the pandemic. NHS Norfolk and Waveney CCG is already investing an additional £7.4 million in adult mental health services and £1.1 million in children and young people's mental health services in this financial year, which will enable us to meet the national Mental Health Investment Standard.
- It's just been confirmed that we're also receiving more national funding for two additional Mental Health Support Teams in our schools. The teams will be based in South Norfolk and Lowestoft and will work with approximately 20 schools (8,000 pupils) across a range of education settings, with a focus on children and young people with mild to moderate mental health issues. These will be in addition to teams that started in January this year in North Norfolk and King's Lynn. The teams in Lowestoft and South Norfolk are expected to start in January 2021 and will be fully operational in January 2022.
- Find out more [here](#).

NHS to launch ground breaking online COVID-19 rehab service

- The NHS is launching a new service for people with ongoing health problems after having coronavirus. Tens of thousands of people who are suffering long-term effects of coronavirus will benefit from a revolutionary on-demand recovery service.
- Nurses and physiotherapists will be on hand to reply to patients' needs either online or over the phone as part of the service. The new 'Your COVID Recovery' service forms part of NHS plans to expand access to COVID-19 rehabilitation treatments for those who have survived the virus but still have problems with breathing, mental health problems or other complications.
- Patients who have been in hospital or suffered at home with the virus will have access to a face-to-face consultation with their local rehabilitation team, usually comprising of physiotherapists, nurses and mental health specialists.
- Following this initial assessment, those who need it will be offered a personalised package of online-based aftercare lasting up to 12 weeks, available later this Summer.

- Accessible, on-demand, from the comfort of their own home, this will include:
 - Access to a local clinical team including nurses and physiotherapists who can respond either online or over the phone to any enquiries from patients.
 - An online peer-support community for survivors – particularly helpful for those who may be recovering at home alone.
 - Exercise tutorials that people can do from home to help them regain muscle strength and lung function in particular.
 - Mental health support, which may include a psychologist within the online hub or referral into NHS mental health services along with information on what to expect post-COVID-19.
- Find out more [here](#).

Protect yourself and those around you

- If you stay alert and follow the government guidance here: <https://gov.uk/coronavirus> you can help protect yourself and those around you.



King's Lynn's Queen Elizabeth Hospital secures innovative clinical decontamination technology

- The Queen Elizabeth Hospital in King's Lynn has secured innovative ultraviolet-C (UV-C) decontamination technology as part of a new partnership with local decontamination experts, Inivos.
- The 'Ultra-V' technology was designed by King's Lynn-based infection prevention and control company, Inivos, to fully decontaminate healthcare settings of pathogenic microorganisms – including C.Difficile, Staphylococcus Aureus and the SARS-CoV-2 pathogen which causes COVID-19.
- Using ultraviolet-C (UV-C) light generated by ten UV-C lamps, the Ultra-V can decontaminate a space of potentially dangerous microorganisms in as little as ten minutes.
- Libby McManus, Chief Nurse, said: "We are so grateful to Inivos for supplying this incredible piece of kit to the QEH. Working with this innovative equipment will support our domestic services teams to deep clean patient areas quicker, in turn allowing us to care for more patients."
- Find out more [here](#).

Norfolk and Waveney GP surgeries performing higher than average in GP patient survey

- GP practices in Norfolk and Waveney have come out highly in the national annual survey of patient satisfaction. Overall, they score higher than the national average in a range of important indicators such as helpful staff, access to appointments and satisfaction with their care.
- The GP Patient Survey is an independent survey run by Ipsos MORI on behalf of NHS England. It is sent out to more than two million people across the UK annually. The survey results show how people feel about their GP practice.
- In the survey, GP practices in Norfolk and Waveney scored above average in many areas, including:
 - 91% found the receptionist helpful
 - 87% patients felt their health care professional recognised and/or understood their mental health needs
 - 84% described the overall experience of their GP surgery as good.
- This year's survey was completed just as the country was entering 'lockdown' because of coronavirus and before many changes were made to health and care services in response to the global pandemic. Since the survey was carried out, many GP practices have transformed the way they operate, changing the ways that people can access help and advice.
- Many have introduced online consultations and online booking systems and where this has been introduced, many more people have had their health worries resolved more quickly either by advice online and over the phone or in person.
- Find out more [here](#).

NHS Norfolk and Waveney CCG's Governing Body meeting next week, livestreamed on YouTube

- The Governing Body of NHS Norfolk and Waveney meets on Tuesday next week (28 July 2020), by videoconference. The meeting is being livestreamed on the CCG's YouTube channel from 1.30pm.
- Among the items at Tuesday's meeting, the Governing Body will be updated on how the NHS is responding to the ongoing Coronavirus pandemic, examining how the NHS in Norfolk and Waveney is meeting its Equality and Diversity requirements plus what further work must be done, and will be receiving the 2019/20 Annual Reports from the five predecessor CCGs, which merged on 1 April 2020 to create NHS Norfolk and Waveney.
- To watch the CCG meeting:
 - Go to <https://www.youtube.com/channel/UCPBhmZiL8qL6mZXYG0EyhIA/videos>.
 - The meeting begins at 1.30 pm on Tuesday 28 July. The livestream will appear on the CCG's YouTube channel at approximately 1.28pm, so please refresh your web page if it does not show. The livestream will be called "Governing Body meeting Tuesday 28 July". Please click or tap on the film to view.

Mental health support available

- It's important that we look after our mental wellbeing during this time – for tips and advice visit www.everymindmatters.co.uk.
- If you are worried about your own mental health and wellbeing call First Response, a free 24/7 helpline offering immediate support, on 0808 196 3494.

- 11 to 25 year olds in Norfolk and Waveney can get support and online counselling via www.Kooth.com. The service provides support or advice on any topic, including managing your feelings during the pandemic.
- JustOneNorfolk has a wealth of information and links to support the health and wellbeing of your family: www.justonenorfolk.nhs.uk.



First Response

Call: 0808 196 3494
(Freephone)

A 24/7 service for people of all ages in Norfolk and Suffolk requiring mental health care, advice and support.



Local testing available for key workers, including care home staff

Local testing service based at hospitals for key workers

- The three local sites for key workers in Norfolk and Waveney are at:
 - The James Paget University Hospital
 - The Centrum Centre, near the Norfolk and Norwich University Hospital
 - The Queen Elizabeth Hospital, King's Lynn
- The service is by appointment only. Appointments for these locations cannot be booked using national booking routes, 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.

Testing at the Postwick Park and Ride in Norwich

- Key workers and members of the public with symptoms of coronavirus can be tested at this location. Appointments must be booked via the [national booking system](#) for key workers and their household members and via the [NHS website](#) for members of the public. Further guidance is available [here](#).
- The Postwick site sits alongside the existing network of testing sites around the UK including other regional testing centres at Ipswich, Peterborough and Stansted.
- When booking a test via the national routes, available appointments will be shown at all regional testing centres across the country. If a regional testing centre local to you is not shown, this means all appointments are booked for the day.
- There are also mobile testing units running in towns across Norfolk and Waveney. The locations and appointment times for these are also shown when they become available.