

## Update on what the NHS in Norfolk and Waveney is doing to respond to coronavirus (4 February 2021)

### COVID-19 vaccination programme in Norfolk and Waveney continues at pace and at scale

The COVID-19 vaccination programme in Norfolk and Waveney continues at pace and at scale, as it was revealed that 22% of people aged over 16 have now received the first dose of vaccine, ranking third out of 42 health systems in England.

Data published by NHS England and NHS Improvement also shows that Norfolk and Waveney has vaccinated 91% of over 80s, ranking 18<sup>th</sup> out of health systems in England. However, NHS Norfolk and Waveney Clinical Commissioning Group (CCG) understands this figure is higher due to a lag in the reporting of data. In the last week alone, a further 50,200 doses of vaccine have been given to people locally.

Norfolk and Waveney is the top-performing health system in the East of England region in terms of percentage of over 80s vaccinated and percentage of total population vaccinated to date. This is despite having the second-highest proportion of over 80s in the country (8.4% compared to the national average of 6.2%).

Melanie Craig, Chief Executive of NHS Norfolk and Waveney Clinical Commissioning Group (CCG), said: "We have made considerable progress in just a few weeks of this vaccination programme being launched. Our health and care staff and volunteers have worked incredibly hard to get the vaccines to those who need them most and we are incredibly grateful to them.

"We have now offered a vaccine to all of our eligible over 80s population, registered with a GP practice, in line with the target set out by Government (31 January 2021) and have given the first dose to more than 90% of our over 80s population."

"We would like to reassure patients in this group that if they have missed a letter or a phone call please do not worry, we will contact them again. It is also important that patients make sure they are registered with a GP practice as these patient records are used to invite people to come forward for the vaccine."

Mrs Craig added: "We still have a long way to go in our fight against this disease and we would urge people not to drop their guard once they have had the vaccine. We still don't yet know whether having had the COVID-19 vaccine prevents you passing the virus on to others so once you've had the vaccine it's still really important that you continue to follow the guidelines, wash your hands, cover your face and keep your distance from people."

### Large COVID-19 vaccination centres launch in King's Lynn, Attleborough and North Walsham, accelerating the delivery of life saving jab

The NHS launches three more large scale COVID-19 vaccination centres in King's Lynn, Attleborough and North Walsham this week as part of the biggest vaccination programme in NHS history. The centres will be located at:

- King's Lynn Corn Exchange (which opened on Monday, 1 February 2021)
- Connaught Hall in Attleborough (which opened on Wednesday, 3 February 2021)
- North Walsham Community Centre (is due to open on Saturday, 6 February 2021)

The centres provide an additional option to the large scale vaccination centre in the Castle Court Shopping Centre, Norwich and the vaccination hubs already successfully delivering vaccinations in local hospitals and by GPs across the county.

Letters are being sent out by the national booking service to people in the priority groups as determined by the national Joint Committee on Vaccinations and Immunisations (JCVI) who live up to a 45 minute drive from the centres, inviting them to book an appointment at their closest Centre either online or over the phone.

We'd encourage everyone to book an appointment when they receive a letter but if anyone has already received a jab since the letter was sent out please disregard it.

If people would prefer to wait to be invited to attend a hospital or GP service, they are able to do so, or if they already have an appointment booked for their vaccination with a hospital or GP service they can choose to keep the appointment with their hospital or GP.

Find out more about the new vaccination centres [here](#).

**Please remember:**

- **If you are currently eligible for a vaccine please be patient, you will be contacted with an appointment.**
- **Do not call or go to hospitals, GP practices, pharmacies or a vaccination centre to ask for a vaccine** – they won't be able to offer you a vaccine until it is your turn.

## NHS letter about COVID-19 vaccinations in Norfolk and Waveney

NHS Norfolk and Waveney CCG has written an open letter to all patients over 50 containing important information about the NHS COVID-19 vaccination programme.

We are working with GP practices and others to get the letter to people who are over 50.

Any help you can offer to share the letter with local people would be greatly appreciated. The letter can be read here: [www.norfolkandwaveneyccg.nhs.uk/covid-19-vaccination-programme/17-coronavirus/226-covid-vaccination-letter](http://www.norfolkandwaveneyccg.nhs.uk/covid-19-vaccination-programme/17-coronavirus/226-covid-vaccination-letter).

**A letter from us to you about the COVID-19 vaccination programme**

- What to expect and when
- Facts and information
- Looking after yourself and the local NHS

Read it here: [www.norfolkandwaveneyccg.nhs.uk](http://www.norfolkandwaveneyccg.nhs.uk)

NHS  
Norfolk and Waveney  
Clinical Commissioning Group

## COVID-19 Oximetry @home monitoring service launched across Norfolk and Waveney

The NHS is expanding a monitoring service which is helping to support people at home who have been diagnosed with coronavirus and are most at risk of becoming seriously unwell.

We are pleased to announce the COVID-19 Oximetry @home monitoring service is now live across Norfolk and Waveney.

People who have been diagnosed with coronavirus, are symptomatic, and either extremely vulnerable to coronavirus or aged 65 or older, including people in care homes, will be provided with a pulse oximeter and supporting information so that they can self-monitor their oxygen levels at home for up to 14 days, with assistance from carers and/or family where appropriate.

A pulse oximeter is a small medical device that is put on the tip of the finger, to check someone's oxygen levels. Pulse oximeters measure blood oxygen levels by transmitting light through a finger – they are more accurate than smart watches or phones which make less accurate readings by reflecting light off the skin. By regularly monitoring oxygen levels with a pulse oximeter, it can be easier to spot if coronavirus symptoms are getting worse and identify if someone needs treatment or support.

Sadie Parker, Associate Director of Primary Care for NHS Norfolk and Waveney CCG, said: "This service empowers patients to self-monitor, detect and act on early deterioration of COVID-

19. The programme will save lives, reduce complications, length of stay and intensive care admissions in hospitals.”

Regular prompts or check-in calls, emails or texts will be offered to confirm that the patient is using the oximeter and recording the information correctly, usually via a paper diary or suitable app.

Clear guidance on what to do in case of any concerns (either via contacting the GP, 111 or attending A&E in case of emergency) will be provided, with 24/7 access to advice and support.

Find out more [here](#).

## Coronavirus vaccine scams

In the UK, coronavirus vaccines will only be available via the NHS. You can be contacted by the NHS, your employer, a GP surgery or pharmacy local to you, to receive your vaccine. Remember, the vaccine is free of charge. At no point will you be asked to pay.



**Coronavirus vaccine scams**

**Coronavirus vaccinations are free of charge. The NHS will never:**

- ✗ ask for your bank account or card details
- ✗ ask for your PIN or banking passwords
- ✗ arrive unannounced at your home to administer the vaccine
- ✗ ask for documentation to prove your identity, such as a passport or utility bills

OFFICIAL

The graphic has a black background. On the left, the words 'Coronavirus vaccine scams' are written in large, bold letters, with 'Coronavirus' in red and 'vaccine scams' in white. On the right, the text 'Coronavirus vaccinations are free of charge. The NHS will never:' is in white, followed by a list of four red 'X' marks and their corresponding scam tactics. At the bottom left, the word 'OFFICIAL' is written in white inside a dashed white rectangular box.

## Updated COVID-19 myth buster

It's really important we all understand what is fact and what is fiction when it comes to the new COVID-19 vaccines.

We've worked with local people and community groups to produce a myth buster, which we've just updated with the answers to more of your questions.

Along with other information about the vaccination programme, our myth buster can be found [here](#).

## Blog: delivering babies during a pandemic

Dr Anna Haestier, Consultant Obstetrician and Gynaecologist and Chief of the Maternity service at NNUH, has written a blog about delivering babies during the pandemic.

Read her blog [here](#).

## Cancer patients urged to share their experiences of health services during the COVID-19 pandemic

People in Norfolk and Waveney who have been affected by cancer during the COVID-19 pandemic are being urged to feed back their experiences to help shape future services.

The NHS is keen to better understand how patients feel about their care and to identify what has been working well and where improvements could be made.

Maggie Tween, Cancer Programme Manager for NHS Norfolk and Waveney Clinical Commissioning Group (CCG), said: "We are particularly keen to hear whether COVID-19 has impacted on your ability to access cancer services, and whether the right information and support has been available to you."

"It's now more important than ever that we get feedback from our patients, so if you or members of your family/friends have been affected by cancer during the COVID-19 pandemic, we'd really like to hear from you."

Follow the link to take part in the online survey which should only take five minutes.

[https://www.smartsurvey.co.uk/s/COVID\\_Cancer\\_Survey/](https://www.smartsurvey.co.uk/s/COVID_Cancer_Survey/).

## New COVID-19 Patient Helpline launched by QEH

The Queen Elizabeth Hospital King's Lynn (QEH) has launched a new and dedicated COVID-19 Patient Helpline to improve communication with patients, their families, and loved ones, as visiting restrictions remain in place.

The new helpline is open seven days per week and enables relatives to receive updates on the condition of their loved ones, ask questions, or raise any concerns they may have.

The helpline went live on Monday, 25 January and the number is 01553 214540. It is manned between 8.15am-5pm Monday to Sunday.

Relatives can also leave messages for patients, using the same number, or email [pals@qehkl.nhs.uk](mailto:pals@qehkl.nhs.uk) for the Trust to pass on.

## Mental health support available for the public

- It's important that we look after our mental wellbeing during this time – for tips and advice visit [www.everymindmatters.co.uk](http://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](http://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](http://www.justonenorfolk.nhs.uk).