

Update on what the NHS in Norfolk and Waveney is doing to respond to coronavirus (27 April 2020)

Community coronavirus testing in Norfolk and Waveney now available to “key workers” (and/or household members with symptoms)

- The NHS in Norfolk and Waveney is offering local coronavirus tests to key workers* such as teachers or food industry staff, to help them remain in work and continue to support their communities. This also applies to members of their household who may have coronavirus symptoms causing the key worker to self-isolate.
- Testing will take place at three locations in Norfolk and Waveney:
 - 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.
- (See below if you / a colleague would rather be tested at Ipswich, Stansted or Peterborough)

To book using the Norfolk and Waveney service:

- People on the government key workers* list who need to be tested should ask their employer or line manager to register their organisation by emailing NorfolkRegistercovidtesting@nuh.nhs.uk with **their** (employer) name, job title and contact number. The registration team at the Norfolk and Norwich University Hospital will then contact the employer to register their organisation so they their key workers can then book an appointment. The employer will be given a unique reference number and further instructions.
- All applications will be checked to make sure people are well enough to attend a testing centre, and eligible for a test in line with Public Health England guidance.
- People will receive their test results within 48 hours or less, either directly or via their employer’s occupational health service, together with initial advice about to what to do next.

Appointments at Ipswich, Stansted and Peterborough or other centres

- If you wish to be tested at any of the national drive-through testing centres, such as Ipswich, Stansted, Peterborough and elsewhere, then you must use the national booking service. For self-referrals, this is via <https://self-referral.test-for-coronavirus.service.gov.uk>.

Who are key workers?

- Key workers include many people working in education, transport, many public services, energy, power and water/sewerage workers, and those working to provide, distribute or sell food. The precise definition is available on this government web page: <https://www.gov.uk/guidance/coronavirus-covid-19-getting-tested#key-workers>.

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 GP practices 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, will be used to top up practices and other smaller providers of health services, as required, on a regular basis.

Former NHS staff and pre-registration nursing students joining our workforce

- We’re doing lots to support our existing workforce, as well as welcoming former staff and new colleagues, to respond to the coronavirus pandemic. Here are some of the actions we are taking and progress we have made:
 - On Monday 20 April, 61 pre-registration nursing students re-joined our workforce (15 at the JPUH, 23 at the NNUH, 16 at NSFT and 7 at NCH&C).
 - So far, 100 former NHS staff have gone through the national portal for people interested in returning to work and said they would like to be based in Norfolk and Waveney. Many of these

have now started working. Locally our trusts also wrote to staff who have retired in the last two or three years, and we're now collating how many former colleagues have responded to this call.

- The Norfolk County Council and Voluntary Norfolk volunteering campaign has to date generated 3,000 expressions of interest from members, including 237 people who have specifically said they would like volunteer in health and social care settings. These people are being supported to identify suitable roles focusing on additional community capacity at present. These roles will be hosted by NCH&C, ECCH or NCC.
- We have written to health and social care students at City College Norwich and East Coast College to ask if they would be interested in either volunteering their time or working in a health care assistant type role. They would be based in one of our community hospitals, in a nursing home, a care home or residential home. This is only for students who are 18 or older and of course mindful of any long term health conditions individuals have.

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

Support for high-risk patients

- The CCG has now 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.
- 9,000 individuals have now registered online to tell us every day about their health. CCG staff are now making up to 300 calls per day to those who haven't yet registered online and people who can't complete the form online, or who haven't done so for the last seven days. Our plan is to be able to call up to 500 people per day by Friday, 24 April, as more call handlers come on duty and staff become more experienced.
- Anyone indicating a shortage of food is being passed on to our local authorities. Over 200 patients have reported COVID-19 symptoms and we are following-up each of these with a call.

NHS COVID-19 research trial brings respiratory support to James Paget Hospital's patients

- The JPUH is the only NHS Trust in the eastern region running a new clinical trial which seeks to find alternatives to in-demand ventilators in treating critically ill patients with COVID-19. The Trust's research team are delivering the trial, which aims to reduce the need for treatment with a ventilator while improving patient outcomes.
- The trial compares standard care for critically ill patients, which includes intubation and ventilation (considered medically invasive), with two non-invasive treatment methods. These are Continuous Positive Airway Pressure (CPAP) masks driven by oxygen or High-Flow Nasal Oxygen (HFNO) high-flow oxygen through the nose.
- To deliver the trial, the Trust will receive additional CPAP and HFNO machines, avoiding the need to use existing equipment and increasing the team's treatment capacity.
- The RECOVERY Respiratory Support (RS) study is led nationally by the Warwick Clinical Trials Unit, part of Warwick Medical School at the University of Warwick, with support from the National Institute for Health Research (NIHR). More information can be found here: <https://warwick.ac.uk/fac/sci/med/research/ctu/trials/recovery-rs>.

How mental health services are supporting patients and the wellbeing of our staff

NSFT's Staff Support Line now open to people working for other local NHS trusts

- On Monday, 20 April, NSFT expanded its staff support line to other NHS trusts to enable people working in the NHS to have a place to talk about their concerns. NSFT psychological practitioners are available to give advice, talk through difficult shifts and discuss current working challenges.

Support for people experiencing mental health difficulties

- 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.

- The helpline is available to members of the public of any age, regardless of whether or not they are an existing NSFT service user. The line is also open to other healthcare professionals, such as GPs, ambulance and social care staff, who need to make referrals or seek advice when working with people undergoing mental health difficulties. First Response is available on 0808 196 3494.
- This week NSFT's Wellbeing service has also added to their webinar offer with the launch of a session on healthy relationships for couples during the coronavirus pandemic. The service already has webinars on sleep, isolation and being out of work.
- As previously mentioned, 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>.